

NESTA – Report an Incident, Complaint or Safeguarding Concern

North East Scottish Touch Association (NESTA) confidential reporting and intake record

HOW TO USE THIS FORM

Use this form to report an incident, complaint, welfare issue or safeguarding concern to NESTA. A safeguarding concern may also be raised directly with the STA safeguarding contact. Where a matter requires STA safeguarding escalation or case management, NESTA will refer it under the applicable STA procedure. Sections marked FOR NESTA USE record NESTA's intake, immediate actions, referral/escalation and, where NESTA is authorised to deal with the matter, any regional complaint or disciplinary administration

Send completed forms / safeguarding concerns to: NESTA President | northeast@touch.scot or Viv Mathieson | safeguarding@touch.scot | 07814 468071

Immediate danger or urgent assistance: contact the emergency services. Do not wait for this form to be processed.

Confidentiality: This form should be completed as accurately and objectively as possible. Record facts, dates, times, actions and exact words where relevant. Avoid speculation. Information should only be shared with those who have a legitimate need to know and must be stored securely in accordance with Scottish Touch policies and applicable data-protection requirements.

SECTION A - TO BE COMPLETED BY THE PERSON MAKING THE REPORT

Complainant / person reporting	Over 18 / Under 18	Date report submitted / received
Contact details	Role / position ☐ Administrator / Board / Staff ☐ Player / Athlete ☐ Coach / Assistant Coach ☐ Referee / Official ☐ Parent / Guardian ☐ Spectator ☐ Volunteer / Support personnel ☐ Other: _____	
Name of person complained about / respondent	Over 18 / Under 18	Contact details (if known)
	Respondent role / position ☐ Administrator / Board / Staff ☐ Player / Athlete ☐ Coach / Assistant Coach ☐ Referee / Official ☐ Parent / Guardian ☐ Spectator ☐ Volunteer / Support personnel ☐ Other: _____	
Location / event / team / activity		
Description of alleged incident / complaint		
Include date, time, people present, what was seen/heard, and any immediate action taken.		
Nature of incident / complaint (tick all that apply)		
☐ Bullying ☐ Harassment ☐ Verbal abuse ☐ Physical abuse ☐ Sexual harassment / sexual misconduct ☐ Safeguarding / child protection concern	☐ Discrimination ☐ Race / ethnicity ☐ Religion / belief ☐ Sex / gender ☐ Sexual orientation ☐ Disability	☐ Victimisation ☐ Coaching methods / conduct ☐ Selection dispute ☐ Unfair decision / process ☐ Personality / relationship conflict ☐ Other: _____

SECTION B - FOR NESTA USE

NESTA - CONFIDENTIAL INCIDENT / COMPLAINT RECORD

WHAT HAPPENS NEXT	
For safeguarding matters referred to STA, this page records NESTA's intake, immediate protective action and referral only; it is not a parallel safeguarding investigation or case-management record. NESTA will consider immediate safety/welfare action and identify the appropriate route. Safeguarding matters will be referred/escalated under the applicable STA Responding to Concerns & Case Management Procedure where required	
Immediate safety / safeguarding action taken	Record any steps taken to protect participants, including referral to the NESTA Activity/Session Lead, STA safeguarding contact, emergency services, Police Scotland, social work or other statutory services as applicable
Witnesses / other people involved	Names and contact details, if known.
Evidence / documents available	e.g. emails, messages, photographs, video, screenshots, medical information, witness statements.
Attempted informal resolution (if appropriate)	Describe any informal steps taken. Do not attempt informal resolution where this would be inappropriate, unsafe, or could compromise a safeguarding or disciplinary process.
Formal procedure followed	Policy / procedure used, person responsible, key dates and actions.
Investigation outcome / finding	Complete only where NESTA is authorised to investigate or decide the matter. For a safeguarding matter referred to STA, record the referral/transfer here; do not duplicate the STA safeguarding investigation
Mediation (if used)	Date: _____ Parties present: _____ Agreement / outcome:
Decision / action taken (where NESTA is the decision-making body)	Include any sanctions, support measures, referrals, training, restrictions or other actions.
Appeal (if applicable) (where NESTA is the decision-making body)	Date received: _____ Outcome / decision:
Final resolution / case closure (NESTA administrative closure / outcome record)	Date closed: _____ Closure summary:
Completed by	Name: _____ Role / position: _____ Signature: _____ Date: _____
Acknowledgement / signatures (where appropriate)	Complainant: _____ Date: _____ Respondent: _____ Date: _____ Note: a signature acknowledges receipt or discussion of the record; it does not necessarily indicate agreement with its contents.

Record keeping: This record and any associated notes or evidence must be stored securely and confidentially. Safeguarding concerns must be handled in accordance with the applicable STA safeguarding procedures. NESTA will retain its regional intake/administrative record securely in accordance with applicable STA data-protection and records-management requirements. For an STA-managed safeguarding matter, record NESTA's referral/administrative outcome only; do not treat this as closure of the STA safeguarding case.

Important: This form records information; it does not replace the need to take immediate action where someone may be at risk of harm.