

CASE MANAGEMENT THRESHOLDS

BWB Document Control Procedure	
Policy Name	Case Management Thresholds
Version	1
Date Updated	July 2025

1. BRITISH WHEELCHAIR BASKETBALL'S AMBITION

1.1 British Wheelchair Basketball is committed to enabling a safe, inclusive, and welcoming environment across our sport. Our mission to transform people's lives through wheelchair basketball threads through all aspects of participation; from training to competition, supporters to players, from domestic to international competition.

1.2 British Wheelchair Basketball's policies support the delivery of world-class governance across the sport and enable the realisation of our commitment to safely and inclusively engage with all participants and deliver both the mission and values of this outstanding sport.

2. PURPOSE OF POLICY

2.1 The aim of this policy is to provide a clear and robust mechanism for dealing with complaints and allegations of breaches including the following:

- [Codes of Conduct](#)
- [League Rules](#)
- Anti-Discrimination Policy
- [Safeguarding Policy, Procedures and Guidance](#)

2.2 To ensure that cases are dealt with in the best way by those most qualified to deal with them and in the best position to provide the correct sanction. The Policy explains how BWB will investigate any such allegations and outline the potential outcomes of such an investigation.

3. CLUB JURISDICTION

3.1 In many cases the Local Wheelchair Basketball Club is the best organization to deal minor breaches of the code of conduct, poor practice and basic safeguarding concerns.

3.2 The Club will be best able to investigate a complaint within its membership.

3.3 The Club can also deliver club related sanctions to its members and those in a position of trust working with the Club.

3.4 Club Sanctions should follow the following stages:

- a) Verbal Warning – The member is given a verbal warning and asked to refrain from the behaviour which is in breach of the BWB code of Conduct.
- b) Written Warning – If a member breaches the code of conduct again then this is the next more serious disciplinary step.
- c) Suspension from the club the length of which is at the discretion of the club committee

3.5 In cases of gross misconduct the club can immediately suspend the person in breach from their club without issuing a prior written or verbal warning. The length of this suspension is at the discretion of the club.

3.6 Notwithstanding these regulations the club must follow its own regulations before issuing a sanction eg consulting the club board, charity trustees or forming a case management group.

3.7 All safeguarding concerns should be referred to the BWB Governance and Integrity Manager or a BWB member of staff for Triage. Following this discussion the case can either be referred to BWB or a risk assessment done to see if the case can be dealt with at club level.

3.8 All disciplinary actions should be recorded by the club securely in alignment with the BWB Privacy Policy.

4. BWB JURISDICTION

4.1 In many cases British Wheelchair Basketball are best placed to deal with the bigger and more complex cases involving multiple clubs or statutory bodies. BWB have dedicated resource with experience and knowledge to deal with more serious cases involving statutory bodies and can call on external third parties to investigate the more complex cases.

4.2 All BWB members who were members, or in positions of trust at the time of the breach can be subject to a BWB investigation.

4.3 BWB will take the lead in cases that occur at BWB events but after the triage process these could be referred back to the clubs after consultation with the CWO.

4.4 BWB can implement sport wide sanctions but does not have jurisdiction to deliver a club only sanction.

4.5 BWB is responsible for ensuring that disciplinary matters are investigated fairly; that the appropriate processes are followed, and the appropriate documentation is completed. Any investigation is proportionate to the seriousness of the allegation. All parties have a fair opportunity to present their views. In line with the BWB Disciplinary Policy

4.6 BWB can support a club in its investigation when asked to do so by the club where there is a danger of conflict of interest or where there is conflict between club members.

4.7 All safeguarding concerns should be referred to the BWB (Governance and Integrity Manager) for Triage. Following this discussion the case can either be referred to BWB or risk assessment done to see if the case can be dealt with at club level.

4.8 If, at any point, BWB feel that the allegation relates to the abuse or mistreatment of a person under the age of 18 or of an Adult at Risk, the investigation will be carried out under the appropriate Safeguarding Policy.

4.9 BWB will provide dedicated support and guidance to the clubs, and take the lead if requested, in dealing with any serious Safeguarding Cases where external third parties need to be informed like social services or the police.

4.10 BWB will record the case online in line with the BWB Privacy Policy

4.11 BWB will record all disciplinary actions in alignment with the BWB Privacy Policy.

4.12 All BWB investigations will follow the BWB Disciplinary Process (add link)

5. SANCTIONS

5.1 Club Sanctions:

- Verbal Warning.
- Reprimand.
- Match Bans or Club suspensions
- Training or Guidance

5.2 BWB Sanctions as laid out in the BWB Disciplinary Process and include:

- Suspensions from BWB sanctioned competitions and clubs
- Fines
- Education or Training
- Reprimand
- Individuals name can be published on the BWB website

6. SPORT INTEGRITY SERVICE.

British Wheelchair Basketball reserves the right to refer a matter to the Sport Integrity Service under the Rules of Procedure of that service. This may involve the commission of an independent investigation or disciplinary procedure into alleged grievances, or allegations of misconduct involving: athletes; athlete support personnel; or British Wheelchair Basketball office holders as defined within the Rules of Procedure.

(i) where an individual is deemed a 'Relevant Person' under the terms of the Sport Integrity Service Rules of Procedure; and

(ii) they are a respondent to allegations of misconduct as defined as a 'Relevant Matter' under the same regulations.

In such circumstances they are required to cooperate with any investigation conducted by Sport Integrity.

7. APPEALS

- Club decisions can be appealed to the Club Committee within 2 weeks of notification.
- BWB decisions can be appealed to the BWB Governance and Integrity Manager at s.cartwright@britishwheelchairbasketball.co.uk within two weeks of notification if there is new evidence that hasn't been considered in accordance with the BWB Disciplinary process.

SCHEDULE 1: THRESHOLDS AND EXAMPLES

	SANCTION	LENGTH OF SANCTION	TYPE OF OFFENCE	EXAMPLES
CLUB Smaller club-based offences, breaches of the code of conduct, poor practice and basic safeguarding concerns (Low Level Concerns)	1. VERBAL WARNING/ TRAINING	N/A	1 st Small Breach of Key Principles, Code of Conduct and Safeguarding	- Complaint from a parent or coach or another parent about minor behaviour concerns. - Disagreement between adults that can be resolved within the club - A single incident of bad language - Minor breaches of the code of conduct - Low-level bullying of a child by a peer, such as name calling - Parent late collecting a child after a session - Minor wellbeing concerns that require a conversation with a parent or carer
	2. WRITTEN WARNING/ TRAINING	N/A	Second Small Breach of codes of conduct Key Principles, Code of Conduct and Safeguarding Topic	
	3. CLUB SUSPENSION	1 month – 1 Year	3 rd Offence = Automatic Club Suspension	
BWB More serious inter club disputes, breaches of the code of conduct and more serious Safeguarding concerns	4. BWB SUSPENSION / TRAINING	6 months – 3 years	One example of serious poor practice or multiple smaller incidents showing disregard for the codes of conduct	- A coach or other person working with a child using inappropriate or intimidating language - Repeatedly transporting children or vulnerable adults alone to matches - Repeatedly failing to meet the standards of the code of conduct.
	SAFEGUARDING L1 BWB SUSPENSION/ TRAINING	1 – 3 Years	Breach of a code of conduct, or other behaviour, or information that may identify a safeguarding issues or concern with a child (U18) or vulnerable adult.	- Coaching under the influence of drugs or alcohol - A single incident of unnecessary physical contact - Severe or persistent bullying of a child or peer - Repeated minor concerns for the wellbeing of a child
	SAFEGUARDING L2 BWB SUSPENSION	3 – 5 Years	Breach of a code of conduct, other behaviour, or other information that raises concerns about the safety of a child or adult at risk of harm or the suitability of a person to be involved in the sport. ALWAYS NEEDS TO BE RAISED TO BWB	- Persistent and serious emotional abuse by coaches or other adults - Any allegation of assault on a child or young person by a coach, volunteer, official or parent. - Information comes to light that a coach, official, volunteer or participant is subject to an allegation, investigation or prosecution for criminal activity involving potential offences of a sexual, violent, or drug-related nature - Report from another sports organisation indicating that an individual is subject to a safeguarding investigation or sanction - Young person displays violent or sexualised behaviour towards other children
	EXTERNAL INTERVENTION POLICE / SOCIAL CARE	TBD BY STATUTORY BODIES	Child protection concerns that meet the statutory threshold for referral to social care or the police Where the child or vulnerable adult is at risk of immediate harm ALWAYS NEEDS TO BE RAISED TO BWB	- Coach is alleged to be in an intimate relationship with a child or vulnerable adult - Child indicates abuse at home - Concerns about radicalisation, child sexual exploitation, child criminal exploitation, female genital mutilation, forced marriage - Sexual abuse, physical abuse, emotional abuse, neglect

BWB RESPONSIBILITIES

BWB TO SUPPORT THE CLUBS WITH MORE SERIOUS CASES

	SANCTION	LENGTH OF SANCTION	TYPE OF OFFENCE	EXAMPLES
BWB More serious inter club disputes, breaches of the code of conduct and more serious Safeguarding concerns	4. BWB SUSPENSION / TRAINING	6 months – 3 years	One example of serious poor practice or multiple smaller incidents showing disregard for the codes of conduct	- A coach or other person working with a child using inappropriate or intimidating language - Repeatedly transporting children or vulnerable adults alone to matches - Repeatedly failing to meet the standards of the code of conduct.
	SAFEGUARDING L1 BWB SUSPENSION/ TRAINING	1 – 3 Years	Breach of a code of conduct, or other behaviour, or information that may identify a safeguarding issues or concern with a child (U18) or vulnerable adult.	- Coaching under the influence of drugs or alcohol - A single incident of unnecessary physical contact - Severe or persistent bullying of a child or peer - Repeated minor concerns for the wellbeing of a child
	SAFEGUARDING L2 BWB SUSPENSION	3 – 5 Years	Breach of a code of conduct, other behaviour, or other information that raises concerns about the safety of a child or adult at risk of harm or the suitability of a person to be involved in the sport. ALWAYS NEEDS TO BE RAISED TO BWB	- Persistent and serious emotional abuse by coaches or other adults - Any allegation of assault on a child or young person by a coach, volunteer, official or parent. - Information comes to light that a coach, official, volunteer or participant is subject to an allegation, investigation or prosecution for criminal activity involving potential offences of a sexual, violent, or drug -related nature - Report from another sports organisation indicating that an individual is subject to a safeguarding investigation or sanction - Young person displays violent or sexualised behaviour towards other children
	EXTERNAL INTERVENTION POLICE / SOCIAL CARE	TBD BY STATUTORY BODIES	Child protection concerns that meet the statutory threshold for referral to social care or the police . Where the child or vulnerable adult is at risk of immediate harm ALWAYS NEEDS TO BE RAISED TO BWB	- Coach is alleged to be in an intimate relationship with a child or vulnerable adult - Child indicates abuse at home - Concerns about radicalisation, child sexual exploitation, child criminal exploitation, female genital mutilation, forced marriage - Sexual abuse, physical abuse, emotional abuse, neglect

CLUB SANCTIONS

(Low Level Concerns)

	SANCTION	LENGTH OF SANCTION	TYPE OF OFFENCE	EXAMPLES
CLUB Smaller club-based offences, breaches of the code of conduct, poor practice and basic safeguarding concerns	1. VERBAL WARNING/ TRAINING	N/A	1 st Small Breach of Key Principles, Code of Conduct and Safeguarding	- Complaint from a parent or coach or another parent about minor behaviour concerns. - Disagreement between adults that can be resolved within the club - A single incident of bad language - Minor breaches of the code of conduct - Low-level bullying of a child by a peer, such as name calling - Parent late collecting a child after a session - Minor wellbeing concerns that require a conversation with a parent or carer
	2. WRITTEN WARNING/ TRAINING	N/A	2nd Small Breach of codes of conduct Key Principles, Code of Conduct and Safeguarding Topic	
	3. CLUB SUSPENSION	1 month – 1 Year	3 rd Offence = Automatic Club Suspension	

Case Management Thresholds

Advice / Lower-Level Concerns	Level 1 Safeguarding	Level 2 Safeguarding
More general welfare concern or minor breach of the code of conduct. More likely to be managed locally by Club or Regional Welfare Officer Examples <i>This list is not exhaustive</i> - Complaint from a parent or coach or another parent about minor behaviour concerns. - Disagreement between adults that can be resolved through mediation - A single incident of bad language - Minor breaches of the code of conduct - Low-level bullying of a child by a peer, such as an incident of name calling - Child attending a session unwell - Parent late collecting a child after a session - Minor wellbeing concerns that require a conversation with a parent or carer - Child lacks social skills and has few friends - Peer-on-peer quarrel that can be resolved through mediation	Breach of a code of conduct, or other behaviour, or other information that may identify a safeguarding issues or concern. Examples <i>This list is not exhaustive</i> - Coaching whilst under the influence of drugs or alcohol - A single incident of unnecessary physical contact (may move to level 2 depending on severity and impact) - A coach or other person working with a child using inappropriate or intimidating language - Severe or persistent bullying of a child or peer - Sudden change in child's behaviour, such as becoming quiet and withdrawn - Sudden weight loss (child) - Wellbeing concerns remain after already raising minor concerns with parents or carers	Breach of a code of conduct, other behaviour, or other information that raises concerns about the safety of a child or adult at risk of harm or the suitability of a person to be involved in the sport. OR Child protection concerns that meet the statutory threshold for referral to social care or the police. Examples <i>This list is not exhaustive</i> - Persistent or serious emotional abuse by coaches or other adults - Information accessed through criminal records check (e.g. DBS) indicates a relevant offence that requires risk assessment - Any allegation of assault on a child or young person by a coach, volunteer, official, parent or spectator - Coach is alleged to be in an intimate relationship with a child or young person who is aged between 16 and 17 - Information comes to light that a coach, official, volunteer or participant involved in sport is subject to an allegation, investigation or prosecution for criminal activity involving

		potential offences of a sexual, violent, or drug-related nature • Report from another sports organisation indicating that an individual is subject to a safeguarding investigation or sanction • Young person displays violent or sexualised behaviour towards other children • Sexual abuse, physical abuse, emotional abuse, neglect • Child indicates abuse at home • Concerns about radicalisation, child sexual exploitation, child criminal exploitation, female genital mutilation, forced marriage • Repeated minor concerns for the wellbeing of a child that aren't being addressed by parent or carer
--	--	---