



Safeguarding & Welfare Policy

S.E.A. Dragons Esports

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Policy owner: Heather Greer, Head of Safeguarding & Player Welfare

Management oversight: Patryk Białowqs, General Manager

Approval status: Approved

Reporting contacts

Shared safeguarding mailbox: safeguarding@sea-dragons.com

Heather Greer – private contact: heatherg@sea-dragons.com

Patryk Białowqs – private contact: patrykb@sea-dragons.com

For immediate danger, call 999. Do not wait for a club response before contacting emergency or statutory safeguarding services.

1. Purpose and scope

S.E.A. Dragons is committed to providing a safe and respectful environment for everyone involved in the club. This policy explains how we support player welfare and respond to concerns about behaviour or safety.

It applies to all players, coaches, analysts, staff, volunteers, senior leaders and anyone acting on behalf of the club. It covers online activity, training, competitions, travel, events and other club-related contact.

A child is anyone under 18. We also recognise that adults may need additional safeguarding support depending on their circumstances.

2. Our approach

We expect everyone involved with S.E.A. Dragons to act with care, respect and common sense. Abuse, exploitation, grooming, bullying, discrimination, threats and harassment are not acceptable. Safeguarding is a shared responsibility. Anyone who sees or hears something concerning should raise it promptly. They do not need to prove that wrongdoing has occurred before reporting it. This policy should be followed in both its wording and its spirit. The club may take reasonable, case-by-case decisions where circumstances differ, but flexibility must never be used to avoid safeguarding duties, undermine a report or disregard legal and competition requirements. Information about a concern will be shared only with people who need it to protect someone, manage the concern fairly or meet a legal obligation.



3. Responsibility for safeguarding

Heather Greer is the Head of Safeguarding & Player Welfare and the primary lead for safeguarding matters. She oversees welfare arrangements, receives concerns, coordinates appropriate action and advises on participation involving children.

Patryk Białowys, General Manager, is responsible for ensuring the club has the resources and arrangements needed to put this policy into practice. Where it is safe and appropriate, safeguarding matters should be brought to the attention of both Heather and Patryk to provide shared oversight.

The senior leadership group supports the club's management and should be informed of significant organisational decisions. It is not a formal board of directors. Confidential safeguarding details must not be shared with the whole group unless there is a genuine need to know. Every coach, staff member and volunteer must understand the boundaries of their role, follow the club's reporting arrangements and complete safeguarding training appropriate to their responsibilities.

4. Children and young players

Players under 16 may represent S.E.A. Dragons where the club has agreed suitable arrangements in advance. These must include written permission from a parent or legal guardian, an assessment of welfare and supervision needs, and confirmation that the player meets the age rules of the game, platform and competition.

Under-16s must not join the club Discord server, even if they are registered players. A suitable alternative for team communication must be agreed with the parent or guardian and the safeguarding lead.

Players aged 16 and 17 are still children for safeguarding purposes. They may use approved club channels where permitted, but appropriate communication boundaries and moderation remain in place.

Parents or guardians will be involved where appropriate in arrangements relating to travel, contracts, supervision and welfare. Consent does not replace the club's responsibility to act safely.

5. Online safety and communication

Club-related communication with anyone under 18 must be professional and transparent. Adults representing the club must not use private one-to-one direct messages with children for routine club business. Use approved group channels or communications that include a parent, guardian or another authorised adult.

If urgent contact is needed to protect a young person, the adult should act appropriately, make a brief record of the contact and inform the safeguarding lead as soon as possible.

No member may use club spaces or club-related contact to send sexualised material, threaten or intimidate others, request unnecessary personal information, pressure someone to keep secrets or encourage them to move to unmonitored channels.

Moderators may remove harmful material or restrict access to protect members. Relevant evidence should be preserved securely where a concern has been raised.

If an under-16 is found in the club Discord, their access must be removed and the safeguarding lead informed. Any necessary communication with a registered player should continue through an approved alternative.



6. Bullying, harassment and welfare

Bullying, discrimination, hate speech, sexual harassment, deliberate intimidation and retaliation are not tolerated. This includes behaviour during matches, in voice chat, on social media, at events and in private contact connected to the club.

Minor disagreements may sometimes be resolved informally. Serious allegations, concerns about exploitation or risks to a child must be treated as safeguarding matters rather than ordinary team disputes.

We also encourage players and staff to speak up about stress, burnout, unreasonable demands or other welfare issues. Where possible, the club will consider adjustments to participation, time away from activities or appropriate signposting to external support.

7. Raising a concern

For routine safeguarding and welfare matters, email safeguarding@sea-dragons.com. This mailbox is accessible to Heather Greer and Patryk Białowąs. Where appropriate, members may also contact both individuals directly.

If a concern involves Patryk, or a person would prefer not to use the shared safeguarding mailbox because of its access arrangements, contact Heather privately at heatherg@sea-dragons.com. Only Heather has access to that mailbox.

If a concern involves Heather, contact Patryk privately at patrykb@sea-dragons.com. Only Patryk has access to that mailbox.

Do not copy the person who is the subject of a complaint, or send the report to a mailbox they can access. If both Heather and Patryk are involved, or an internal report would be unsafe or inappropriate, the person may contact the police or relevant local authority safeguarding service directly. Anyone may make an external report without first seeking club permission.

Please provide whatever information is available: what happened, when and where, who was involved, any immediate risks and any relevant messages or screenshots. A report should not be delayed because some details are missing.

If someone is in immediate danger, call 999. For non-emergency police matters, call 101. Concerns about children or adults at risk may also be reported to the relevant local authority safeguarding team.

8. Responding to concerns

The person receiving a report should listen carefully, take it seriously and make a factual record. They should not promise absolute confidentiality, ask leading questions or carry out their own investigation into possible criminal or child protection matters.

Heather, or another appropriate person without a conflict of interest, will consider immediate safety, any necessary restrictions on contact and whether police, social services or another specialist organisation should be contacted.

Any action taken must be proportionate and recorded. Temporary restrictions may be used to protect those involved while a concern is considered; they do not in themselves mean an allegation has been proven.

Nobody will be penalised for raising a concern in good faith. An allegation that cannot be substantiated is not automatically a false or malicious allegation.



9. Safeguarding emails and records

The shared safeguarding mailbox is accessible to Heather and Patryk to support continuity and oversight. Under the club's agreed procedure, neither may delete or archive an incoming safeguarding email during the first 14 calendar days after it is received.

After 14 days, any archiving or deletion must still follow the club's data protection and record-retention rules. The 14-day restriction does not mean that safeguarding reports or evidence can be routinely deleted after that period.

Safeguarding reports and related records must be stored securely, with access limited to those who need it. The club will use appropriate account security and retain records for as long as there is a justified safeguarding or legal reason to do so.

The shared-mailbox arrangement is not suitable for complaints concerning someone who can access it. The private reporting routes in section 7 must be used in those circumstances.

10. Recruitment, training and boundaries

Safeguarding training is required for relevant staff and coaches. The level of training and any refresher requirements will reflect the responsibilities and risks of the role. The safeguarding lead will oversee the training record and induction arrangements.

Where a role involves responsibility for children or adults at risk, the club will consider appropriate recruitment checks, references and DBS checks where the role is eligible. Not every player or volunteer will require the same checks.

Adults working with young players must maintain clear professional boundaries and must not create inappropriate personal dependencies, seek secrecy or misuse their position.

11. Events, travel and LAN competitions

Patryk Białowys is responsible for organising and authorising club events, LAN attendance and travel. Arrangements will be assessed case by case and agreed with those involved, including the safeguarding lead. Parents or guardians must be consulted and provide necessary permissions where children are participating.

Before an event, the club will consider the relevant risks, including travel, accommodation, supervision, accessibility, emergency contacts, medical needs and the venue itself. A written risk assessment will be kept where appropriate to the activity and its participants.

Arrangements may be adapted to suit different events, but an activity must not proceed if significant safeguarding risks have not been adequately addressed.

12. Breaches, review and approval

Failure to follow this policy may lead to advice, additional training, restrictions, suspension or removal from club activities, depending on the circumstances. Serious concerns may also be referred to external authorities.

Heather Greer is responsible for reviewing this policy with Patryk Białowys at least annually and after any significant safeguarding incident or material change in the club's activities.

The club will make the approved policy available to members and relevant parents or guardians. Important changes will be communicated to those affected.