

***GUIDELINES
ON STRENGTHENING
REPORTING
SYSTEMS AGAINST
DISCRIMINATION
IN SPORT***


FAIR COACHING
BE RESPECTFUL



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Table of Contents

1. Introduction to Fair Coaching Philosophy
 - a. Rights of youth and athletes
 - b. Diversity, equity and inclusion in sport organisations
2. What types of discrimination are prevalent in sport and sport for development?
3. Why a discrimination reporting strategy is important?
4. Legal and policy frameworks to address discrimination
5. How to report on different forms of discrimination? Examples of existing practices/ reporting/ websites to allow for reporting on discrimination.
6. Developing your discrimination reporting strategy
 - a. What an organisation should consider before starting on this process of developing a discrimination reporting system
 - b. Steps towards developing organisation's own discrimination reporting strategy:
 - c. Discrimination reporting form examples
7. Coach role in reporting mechanism
8. Additional resources

1. Introduction to Fair Coaching Philosophy

The Fair Coaching Philosophy aims for athlete-centred and inclusive good coaching carried out in a physically, mentally and socially safe environment. It is aimed at coaches and all active stakeholders in the sports environment to create positive sports experiences for all participants, irrespective of their gender, ethnic background, disability, sexual orientation, financial status or any other circumstance. The philosophy encourages coaches to deploy positivity and support, relationships and trust, presence and enthusiasm, and space for meaningful growth and development.

For the Fair Coaching Philosophy to be effective in the sports field, there must be institutional commitment from sports clubs, organisations and institutions themselves to reinforce, support and invest in the philosophy, as much as training of the coaches themselves. The Fair Coaching Philosophy is one of the many approaches that sports organisations can take to embrace the principles of diversity, equality and inclusion to improve their organisational culture and impact. And in doing so, coaches will be more likely to feel supported in their roles as coaches, especially in their commitment to delivering the Fair Coaching Philosophy.

Sports are meant as an activity for enjoyment and/ or physical exercise and to provide an opportunity to develop skills, but they can be a space where children, youth and adults can face different types of discriminatory language and behaviours, harassment, abuse, neglect, exclusion, or exploitation. The Fair Coaching Philosophy is therefore dedicated to ensuring the safety and well-being of all participants and eliminating any form of discrimination, harassment, or bullying that may make them feel marginalised or excluded. It is vital to create a positive sports experience for everyone.

Sport for development programmes using physical activity, education, dance and games to promote social and economic development through experiential learning, are often delivered in areas where social issues exist. This makes programme participants more vulnerable to harassment, abuse, neglect, exclusion, or exploitation in their communities. These programmes aim to reach non-sport development outcomes through a sport based environment, and therefore require safe spaces for the participants to address and work on various challenges, such as post-conflict situations, capacity building, skill development around life skills and employability, access to health information and community related issues. The establishment of a consistent safe space to run these programmes is part of the safeguarding approach of sport for development organisations, sport clubs, associations and other entities which provide spaces for youth and adults of all backgrounds to play and be active. This is driven by the belief that no one involved in sport and physical activity, whether a volunteer, participant, spectator or an elite athlete, should ever have to worry about abuse, discrimination or harassment in and around the sporting environment.

a. Rights of youth participants (children) and athletes

At the centre of the Fair Coaching philosophy is the focus on the participants, the children and the athletes and their rights that should be protected and reinforced.

Children's Rights

It is every child's right to be safe during sport, and it is every coach's and organisation's responsibility to protect them. Keeping children safe is everyone's responsibility.

The United Nations Convention on the Rights of the Child covers a range of rights, including that:

- Children have the right to give their opinion, and for adults to listen and take their opinions seriously (Article 12).
- Children have the right to be protected from being hurt and from mistreatment, both mental and physical (Article 19).
- Children have the right to play and rest (Article 31).
- Children have the right to be free from sexual and economic exploitation (Article 34).

The United Nations Children's Fund and the Japan Committee for UNICEF have created guidelines for organisations involved with children in sports. The "Children's Rights in Sport Principles" include ten principles that sports organisations and corporations should abide by to protect the rights of children under 18.



(Reference: https://childinsport.jp/assets/downloads/Children's_Rights_in_Sport_Principles_English.pdf)

Specifically under principle 5, develop governance systems to protect the rights of children, do we see a reference to the various measures, rules and guidelines sport organisations should have in place to protect youth in the sport space. Additionally, the measures need to be turned into policies, codes of conducts and monitored and evaluated to assess their effectiveness. This is where reporting mechanisms are essential. The visual below provides a deeper look into principle 5.



(Reference: https://childinsport.jp/assets/downloads/Children's_Rights_in_Sport_Principles_English.pdf)

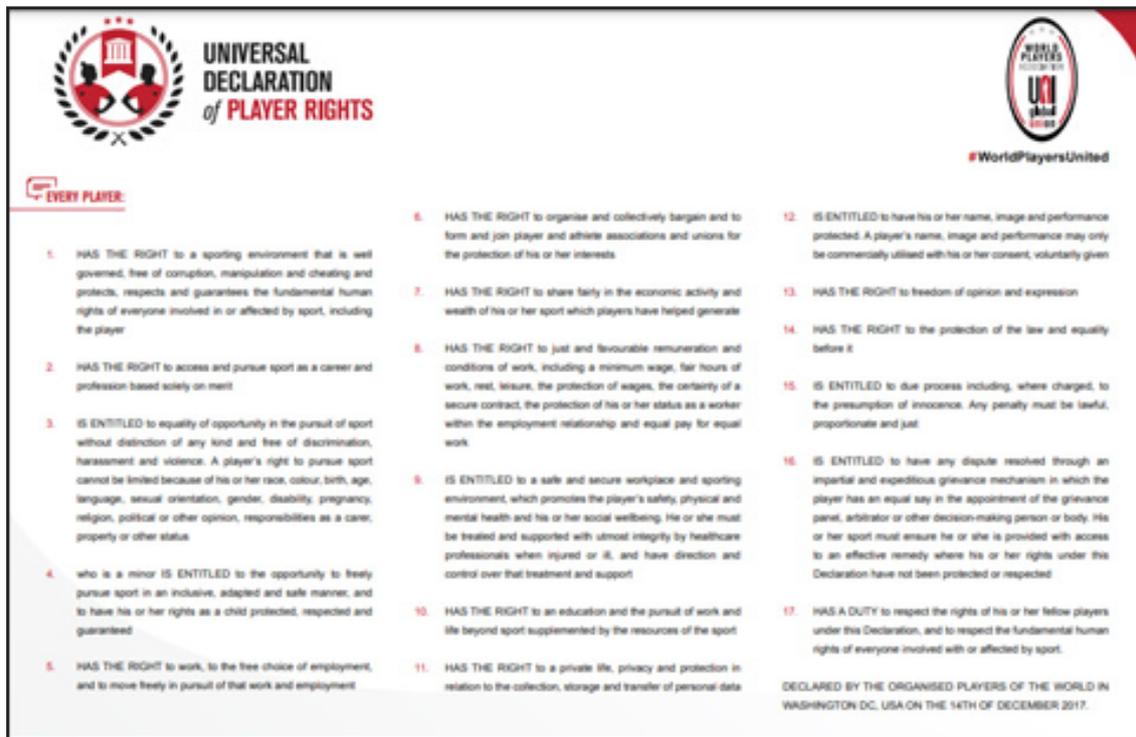
Athletes Rights

The Athletes' Declaration, developed by athletes themselves as being at the heart of sport, outlines a common set of aspirational rights and responsibilities for athletes within the Olympic Movement. The Athlete's Declaration highlights the rights of athletes, among which are the:

- Right to practise sport and compete without being subject to discrimination on the basis of race, colour, religion, age, sex, sexual orientation, disability, language, political or other opinion, national or social origin, property, birth or other immutable status.
- The protection of mental and physical health, including a safe competition and training environment and protection from abuse and harassment.

The World's Players Association is a key player in the movement for athletes rights. In 2017, the associations unveiled the Universal Declaration of Player Rights (the Declaration) to protect players from ongoing and systemic human rights violations in global sport. The Declaration, the first comprehensive articulation of athletes' rights, sets a benchmark for international sporting organisations to meet their obligations to protect, respect and guarantee the fundamental rights of players.

A screenshot of the Universal Declaration of Players' Rights can be found below:



(Reference: http://uniglobalunion.dev-zone.ch/sites/default/files/imce/world_players_udpr_1-page_0.pdf)

b. Diversity, equity and inclusion in sport organisations

Safeguarding in sport for development programmes is further supported by a push for Diversity, Equity and Inclusion (DEI) policies, frameworks and strategies within all entities working in the sport ecosystem. For example, as the leader of the Olympic Movement, the IOC, has made it its mandate to stand against discrimination of any kind, including race, colour, gender, sexual orientation, social, language, religion, political belief or social background. Their stand against discrimination of any kind is tied to their identity as an employer and large organisation as well as their leadership role in the Olympic ecosystem, actively promoting its vision of building a better world through sport where gender equality, inclusion and diversity are integral components to fulfilling this vision.

According to the FIFA Good Practice on Diversity and Anti-Discrimination, the emphasis on anti-discrimination in all aspects of the game is backed by the article 4 of the FIFA Statutes: "Discrimination of any kind against a country, private person or group of people on account of race, skin colour, ethnic, national or social origin, gender, disability, language, religion, political opinion or any other opinion, wealth, birth or any other status, sexual orientation or any other reason is strictly prohibited and punishable by suspension or expulsion." In terms of how FIFA operationalizes its commitment to diversity and anti-discrimination, their good practice guide places emphasis on following these four sub-categories of regulations and their respective diversity measures and anti-discrimination mechanisms.



(Reference: <https://digitalhub.fifa.com/m/6363f7dc616ff877/original/wg4ub76pezwcxsaoj98-pdf.pdf>)

Based on desk research and an analysis of the institutions' public documents, it appears that UEFA approaches diversity, equity and inclusion through its focus on seven policies which are connected to the organisation's commitment to human rights. Amongst these seven policies are equality and inclusion, football for all abilities, child and youth commitment, and anti-racism. As these policies all touch on diversity, equity and inclusion topics and conditions, it is helpful to note how each policy is described, actioned and measured in relation to football based activities. The images below detail this information.

EQUALITY AND INCLUSION	FOOTBALL FOR ALL ABILITIES	
 <p>EQUALITY & INCLUSION</p>	 <p>FOOTBALL FOR ALL ABILITIES</p>	
<p>TOPICS</p> <ul style="list-style-type: none"> • EQUALITY AND INCLUSION MEASURES ACROSS UEFA REGULATIONS, POLICIES, GUIDELINES AND COMMUNICATIONS • UEFA ADVOCACY OF EQUAL OPPORTUNITIES FOR WOMEN IN THE FOOTBALL ECOSYSTEM • MEASURES AGAINST DISCRIMINATION BASED ON GENDER, AGE, SEXUAL ORIENTATION, RELIGION OR ABILITIES • AWARENESS CAMPAIGNS ON EQUALITY AND INCLUSION 	<p>TOPICS</p> <ul style="list-style-type: none"> • INCREASED ACCESS TO PLAYING OPPORTUNITIES AS WELL AS VOCATIONAL TRAINING, EMPLOYMENT AND VOLUNTEERING • IMPROVED ACCESSIBILITY FOR DISABLED PEOPLE TO STADIUMS, FOOTBALL FACILITIES AND TELEVIEWED MATCHES • DEDICATED FOOTBALL FOR ALL ABILITIES UNITS ACROSS MEMBER ASSOCIATIONS 	
<p>DESCRIPTION</p> <p>Apply principles of equal rights and opportunities to all levels of European football to ensure that everyone feels respected and empowered to express themselves, enjoy and contribute to the game.</p>	<p>DESCRIPTION</p> <p>Ensure that the football environment and its infrastructure are accessible for everyone who wants to take part, welcoming players and fans of all abilities.</p>	<p>DESCRIPTION</p> <p>Ensure that the football environment and its infrastructure are accessible for everyone who wants to take part, welcoming players and fans of all abilities.</p>
<p>2030 AMBITION</p> <p>Establish an inclusive football ecosystem that guarantees equal rights and opportunities to all active in the sport.</p>	<p>2030 AMBITION</p> <p>Guarantee barrier-free access for any individual wanting to play, attend events or work in football.</p>	<p>2030 AMBITION</p> <p>Guarantee barrier-free access for any individual wanting to play, attend events or work in football.</p>
<p>MOVING FORWARD</p> <p>UEFA continues to explore ways to encourage diversity and provide equal opportunities to each member of the football community. It sets governance standards for its own organisation and events regarding equal rights and opportunities.</p>	<p>MOVING FORWARD</p> <p>UEFA engages football coaches by including Football for All Abilities in its coach education programmes. Furthermore, the organisation actively addresses barriers by continuing to raise accessibility levels of stadiums and events, and by offering employment, vocational training or volunteering opportunities.</p>	<p>MOVING FORWARD</p> <p>UEFA engages football coaches by including Football for All Abilities in its coach education programmes. Furthermore, the organisation actively addresses barriers by continuing to raise accessibility levels of stadiums and events, and by offering employment, vocational training or volunteering opportunities.</p>
<p>EXISTING INITIATIVES</p> <ul style="list-style-type: none"> • Ongoing work with leading organisations and stakeholders to map the current situation, needs and gaps in the European football environment regarding inclusion. • Development of training, talent, engagement and excellence across the football ecosystem. • Continued work at UEFA to ensure an inclusive ecosystem through a staff composition audit and diversity and inclusion survey. 	<p>EXISTING INITIATIVES</p> <ul style="list-style-type: none"> • Continued partnerships with European disability football associations and other stakeholders. • Share good practice to inspire the entire football community. • Leverage UEFA's media platforms to create increased visibility and recognition. 	<p>EXISTING INITIATIVES</p> <ul style="list-style-type: none"> • Continued partnerships with European disability football associations and other stakeholders. • Share good practice to inspire the entire football community. • Leverage UEFA's media platforms to create increased visibility and recognition.

Importantly from these sections, we see the following measures and processes to address different types of discrimination forms in football. Also, there is a clear emphasis on all levels of football from grassroots to elite as well as all football stakeholders, from coaches, players, officials and administrators.

- Measures against discrimination based on gender, age, sexual orientation, religion or abilities
- Measures to ensure that the football environment and its infrastructure are accessible for everyone who wants to take part, welcoming players and fans of all abilities.
- Measures to identify, investigate and sanction racism in football with transparent reporting systems and access to remedy
- Measures specific to child and youth safeguarding arrangements and protocols including access to remedy



(Reference: https://editorial.uefa.com/resources/0270-13f888ffa3e5-931c597968cb-1000/uefa_football_sustainability_strategy.pdf)

Taking a step to an example at the national level, the Canadian Women in Sport Diversity, Equity and Inclusion policy is designed to reflect diversity, equity, and inclusion in the organisation's administration, policies, programs, and activities. DEI is covered across the following policy topics: participation, decision making, communications, programming, resources and services, human resource management and evaluation. Concretely in the programming division, Canadian Women & Sport will ensure participants are neither disadvantaged nor denied access on the basis of a prohibited ground pursuant to federal human rights legislation and in the participation division, programmes will deal with any incidence of discriminatory behaviour according to the Code of Conduct and Ethics and Discipline and Appeal Policy.

2. What types of discrimination are prevalent in sport and sport for development?

The various diversity, equity and inclusion policies and measures aim to create a safe, equitable and inclusive environment for all sport stakeholders. Unfortunately, there are many types and forms of discriminatory behaviours and languages which can prevent sport from being this safe space for positive experiences. All types of inappropriate behaviour - intentional and unintentional, once-off and continuous - even illegal, are considered as discrimination. It can include physical harassment, emotional harassment, bullying, neglect, sexism, racism, homophobia or another form of discrimination based on one's physical appearance or characteristic. Specific examples include exclusion from an activity, being shouted at, being looked at in a derogatory way, making fun of someone, physical violence or intimidation, or sexual harassment. All of these scenarios can take place in and around the sports field, and can leave participants to feel marginalised, low in confidence, traumatised, or excluded.

The Scottish FA Football Unites discrimination reporting defines discrimination as treating a person unfairly because of who they are or because they possess certain characteristics. Specifically, these certain characteristics are known as protected characteristics and under the Equality Act, there are 9 of them:

1. Age
2. Gender
3. Race
4. Disability
5. Religion
6. Pregnancy and maternity
7. sexual orientation
8. Gender reassignment
9. Marriage and civil partnership

Notably, the definition of discrimination is often very similar but what differs are the protected characteristics. According to the European Parliament Fighting Discrimination in Sport report, discrimination literally consists of making a distinction, treating individuals or groups differently. However, differentiation becomes discrimination when it is based on unjustified or illegal criteria. In practice, discrimination involves differentiated treatment of individuals who are in comparable situations, on the basis of at least one unlawful criterion (Fighting Discrimination in Sport: European Parliament).

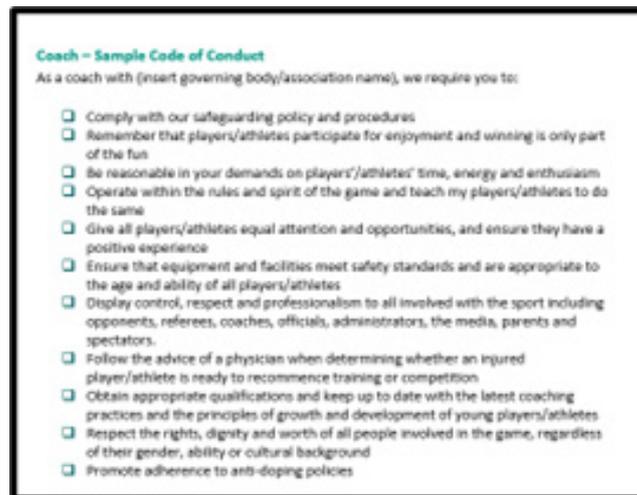
There is one prevailing view in sport for development that sport provides a level playing field for participants, by bringing together athletes from different (geographical, cultural, religious and social) backgrounds to compete against one another, obeying the same rules, and in the same institutional and ethical framework, all coming together in a single 'sporting communi-

ty'. This is also backed by a recently found EU stat which states that 64 % of EU citizens regard sport as a means of combating discrimination. However, there are many clear examples of discrimination in sport and it has been shown to be around different characteristics such as race, body shape and gender. The Sport and Discrimination report makes a distinction between deliberate discrimination (in sports clubs, at sports venues, etc.) and the feeling of being discriminated against, which some individuals and communities may experience more strongly than others (foreigners, gay, lesbian or trans people, etc.). This distinction is highlighted in the report as one finding pointed out that the feeling of discrimination is more widespread than actual discrimination ([https://www.europarl.europa.eu/RegData/etudes/BRIE/2021/696163/EPRS_BRI\(2021\)696163_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/BRIE/2021/696163/EPRS_BRI(2021)696163_EN.pdf)).

The Fair Coaching Philosophy can promote increased awareness and education among participants on avoiding or dealing with discriminatory inappropriate behaviours. When there is a positive sports environment, participants buy-in to common rules, values and principles, become more aware of their own self and body, learn to communicate and collaborate with others. This set of common rules, values and principles can be reinforced through an intentional and clear commitment to a code of conduct which should be understood and followed by all in the sports environment, no matter their position or role. An example of a Code of Conduct is one described by North South Wales (NSW) which is described as having the purpose to set out a standard and expectation of behaviour for everyone involved – administrators, coaches, officials, players, parents and spectators. Issues covered in their code of conduct varied - from on-field incidents, sideline abuse and mismanagement, to inappropriate social media posts, unfair treatment, poor sportsmanship and more.

Sport Ireland provides a range of resources including guidance notes, policy documents and templates for selected areas aligned to the Governance Code for Sport which supports sport organisations, boards, management and staff in the development of relevant governance processes and procedures particular to their own organisation. As described in their guide, a good Code of Conduct will aim to promote and strengthen the reputation of a sport by establishing a standard of performance, behaviour and professionalism for everyone involved, its participants and stakeholders. In addition, it seeks to deter conduct that could impair public confidence in the honest and proper conduct of a sport or in the integrity and good character of its participants. The guide reminds that for local authority based sports organisations, codes of conducts are part of HR policy.

Below is a screenshot from Sport Ireland of an example of a Code of Conduct specifically developed for coaches:



(Reference: Sport Ireland)

However, it is also important to, in addition to Codes of Conducts aimed at various sport stakeholders, to have several other policies and practices in place at an organisational level, such as clearly stated rules / regulations and criminal record checks for employees. These types of measures are what are often introduced through diversity, equity inclusion policies and measures inside a sports organisation. Additionally, a discrimination reporting strategy should be developed that outlines how people can speak out against discriminatory incidents, allegations, and concerns, and what steps they should follow to address or resolve the matter.

3. Why a discrimination reporting strategy is important

The Fair Coaching Philosophy aims to minimise or mitigate scenarios that can exacerbate discrimination, such as poor conduct among coaches or intentional inclusion and enjoyment of sessions among participants with diverse characteristics (such as socioeconomic status, sexuality, or ability). There are, however, other external factors that play a role in one's vulnerability to discrimination, such as how and with whom participants travel to sessions or peer pressure. Therefore, while the Fair Coaching Philosophy is a preventative measure for discrimination, additional measures must be put in place to mitigate any discrimination incident, allegation or concern.

Having a discrimination reporting strategy is important for several reasons. Firstly, discrimination takes place in a multitude of forms and locations - inside and outside of the sports field. Secondly, identifying discriminatory practices can sometimes be difficult due to discriminatory practices sometimes being subtle or microaggressions. Having a greater awareness of what constitutes discrimination - and having a plan in place of how to respond when it does occur, can create a more positive and healthy sport environment, and minimise the likelihood of repeat incidents. Some inappropriate behaviour can be stopped by taking immediate action, whereas other inappropriate behaviour needs to be mediated and a series of actions taken to avoid larger problems at a later point. In the worst case scenario, certain inappropriate behaviour is criminal and against the law, with legal ramifications. Having this documented makes it easier for coaches and organisations to know what to do when diverse scenarios of inappropriate behaviour arise.

Lastly, the more reporting that is conducted on instances of discrimination in sport, the more information and understanding there will be on the prevalence of discrimination. Compiling data on discrimination is important to learn more about the phenomenon - and ways that it is being addressed. Ultimately, more research, data and awareness constitutes a preventative measure - as there would be more knowledge on how to prevent discrimination in future.

For example, the 2018 survey on experiences of discrimination in related to LGBTQI+ sexual orientation and gender identity in different fields of sport in the EU provide key information to be able to understand the types and manifestations as well as severity of discrimination against people and communities of different gender and sexual orientations. Only from collecting the data via surveys, can the following type of data be shared to create more awareness and lead to more measures and actions.

Figure 1 – Homophobia in sport in the EU



Data source: T. Menzel, B. Braumüller and I. Hartmann-Tews, *The relevance of sexual orientation and gender identity in sport in Europe*, 2019.

(Reference: Fighting Discrimination in Sport:
[https://www.europarl.europa.eu/RegData/etudes/BRIE/2021/696163/EPRS_BRI\(2021\)696163_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/BRIE/2021/696163/EPRS_BRI(2021)696163_EN.pdf))

Another example of reporting on discrimination in sport is Kick it Out's reports of discrimination which includes the incidents reported to them every season - whether it's in grassroots, non-league, the professional game or online. The reporting on incidents allows the institution and its stakeholders to better understand the football environment. For example, it was found that:

- Reports of racism are again the most common, accounting for 54% of reports (329 reports).
- The type of abuse captured, with fan-on-player being the most common and accounting for over two fifths of all reports received (43%). The other leading type of abuse reported was fan-on-fan, which consisted of 30% of the incidents reported.
- On social media, they saw a 38% drop in social media reports, between the 2019/20 and 2021/22 season.

4. Legal and policy frameworks to address discrimination

When working to address, prevent and properly deal with any kind of discrimination in the sport environment, it is essential to understand the legal and policy frameworks which exist to protect participants, from children to athletes to coaches in the sports environment, whether as players, employees or fans. For example, looking at the European Union, action against discrimination, and other types of intolerance is grounded in an established EU legal framework, based on a number of Treaty provisions—in particular Articles 2 and 3 of the Treaty on European Union (TEU), and Articles 10, 19 and 67(3) of the Treaty on the Functioning of the European Union (TFEU).

In the EU, the general principle of non-discrimination is also reaffirmed in the Charter of Fundamental Rights of the EU, which – under the Lisbon Treaty – has the same legal value as the Treaties. The Charter states explicitly in its Article 20 that everyone is equal before the law. Its Article 21(1) further prohibits ‘any discrimination based on any ground[s] such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation’. Importantly, the Charter was the first international human rights charter to prohibit discrimination on grounds of ‘sexual orientation’ explicitly. ([https://www.europarl.europa.eu/RegData/etudes/BRIE/2021/696163/EPRS_BRI\(2021\)696163_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/BRIE/2021/696163/EPRS_BRI(2021)696163_EN.pdf))

At the member state level and for those states outside of the EU, the key legal and policy framework is at the level of the state. For example, UK Sport embraces the spirit of all equalities legislation and is committed to eradicating any form of unfair discrimination. They will not tolerate discrimination either directly or indirectly, on the grounds of race, disability, class or social background, religious belief, sexual orientation, ethnic or national origins, gender, marital status, pregnancy, parental status, age, colour or political persuasion. This aligns with the Equality Act 2010 which prohibits discrimination in relation to the “protected characteristics” listed in section 4 (can be seen via this link: <https://commonslibrary.parliament.uk/research-briefings/cdp-2019-0143/>)

In terms of combating and addressing different types of discrimination in sport, one of the top recommendations for any member state is to take the following actions:

- Enact and implement anti-discrimination legislation ensuring access to sport for all, and penalising the discriminatory acts.
- Conceive appropriate and effective legal and policy measures including the adoption of adequate anti-discrimination legislation to prevent discrimination in access to sport, and of integration programmes that promote access to sport for children from minority backgrounds.
- Hold sports clubs and federations responsible for racist acts committed during sports events.

(Reference: <https://rm.coe.int/ecri-general-policy-recommendation-no-12-key-topics-combating-racism-a/16808d28f3>)

5. How to report on different forms of discrimination?

Examples of existing practices/ reporting/ websites to allow for reporting on discrimination

a. Scottish FA Discrimination Reporting

(Reference: <https://www.scottishfa.co.uk/football-development/attractive-game/discrimination-reporting-form/> and <https://scotwomensfootball.com/wp-content/uploads/2020/10/Football-Unites-Grassroots-Reporting-Discrimination-GuideDIGITAL.pdf>)

b. US Center for Safe Sport, USA

The screenshot shows the top portion of the U.S. Center for SafeSport website. At the top left is the logo for the U.S. Center for SafeSport. To the right is a button labeled 'REPORT A CONCERN' with a magnifying glass icon. Below the logo and button is a navigation menu with the following items: ABOUT, TRAINING AND EDUCATION, RESPONSE AND RESOLUTION, AUDIT AND COMPLIANCE, and NGB SERVICES. A prominent orange banner contains the text: 'Report it to your local authorities, in addition to (and before) reporting it to the Center. If you are a mandatory reporter, you are required by law to do so; know your state's specific criteria.' Below this banner, the heading 'WHO SHOULD REPORT' is followed by text stating that anyone can make a report to the Center for abuse or misconduct involving one of 11+ million individuals in 50+ Olympic and Paralympic sports at national, regional, and local levels. It further states that reports can come from coaches, parents, administrators, and others who experience or know of relevant conduct. A section titled 'WHO DOES THE CENTER HAVE AUTHORITY OVER' is partially visible at the bottom of the screenshot.

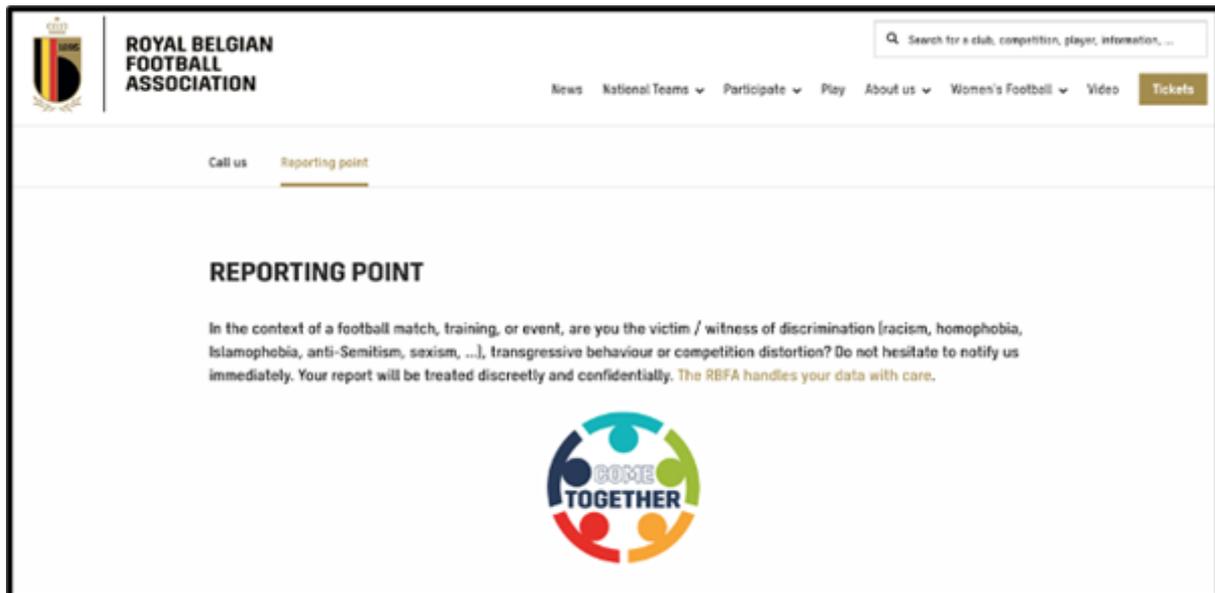
(Reference: <https://uscenterforsafesport.org/report-a-concern/>)

c. Abuse free sport, Office of the Sport Integrity Commissioner (OSIC), Canada

The screenshot shows the top portion of the Abuse-Free Sport website. At the top left is the logo for Abuse-Free Sport, which includes a Canadian flag and the text 'abuse-free SPORT sans abus'. To the right is a navigation menu with the following items: Home, About, Prevention, and Complaints. There is also a search bar and a 'CANADIAN SPORT HELPline' logo. Below the navigation menu, the text describes the Office of the Sport Integrity Commissioner (OSIC) as the central hub within Abuse-Free Sport, operating independently to receive complaints about alleged violations of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS). It states that the OSIC conducts independent investigations and recommends sanctions against individuals who violate the UCCMS. A section titled 'REPORT AN INCIDENT' is partially visible at the bottom of the screenshot, with text stating: 'The Office of the Sport Integrity Commissioner (OSIC) receives complaints about alleged violations of the Universal Code of Conduct to Prevent and Address Maltreatment in Sport (UCCMS).'

(Reference: <https://sportintegritycommissioner.ca/>)

d. Come Together action plan, Belgian FA, Belgium



(Reference: <https://www.rbfa.be/en/cometogether>)

e. Discriminatiemelder, KNVB, The Netherlands

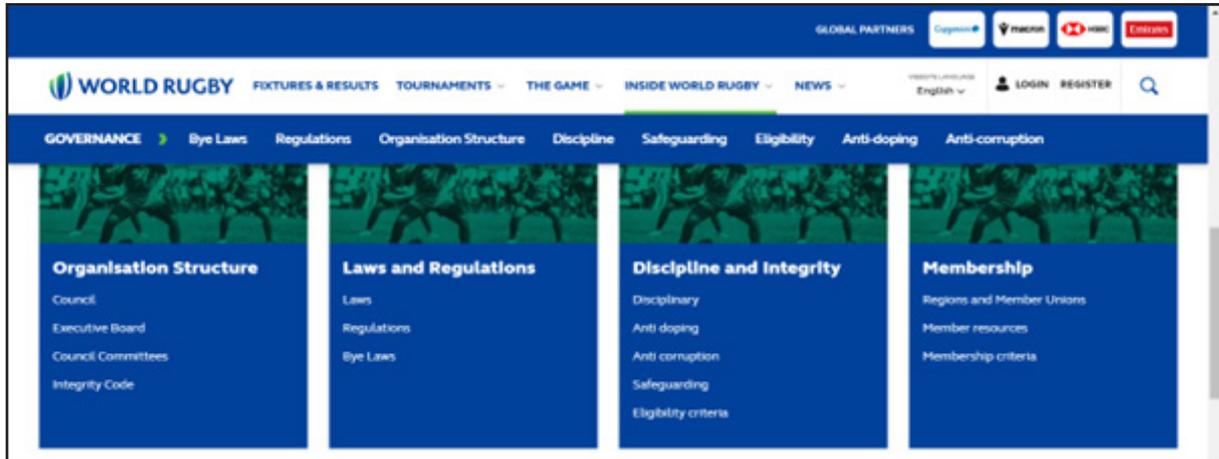
The Dutch FA has developed an app “Discriminatiemelder” as part of their action plan against discrimination and racism in Dutch professional and grassroots football. Their action plan “Ons voetbal is van iedereen” (Our football belongs to everyone) was launched in 2019.



(Reference: <https://www.knvb.nl/nieuws/themas/sportiviteit-respect/62554/discriminatiemelder-de-app-tegen-ongewenste-incidenten-het>)
<https://youtu.be/gGbuRJ-Bu1A>

f. World Rugby

Here is an example of not just one reporting mechanism but an explanation of the federation's governance system and various levels from bylaws to regulations to discipline to safeguarding.



(Reference: <https://www.world.rugby/organisation/governance/regulations/reg-18>)

6. Developing your discrimination reporting strategy

According to the Reporting Mechanisms in Sport guidebook co-published by the UNODC (United Nations Office on Drugs and Crime) and the IOC, reporting mechanisms are needed in all sports organisations as they allow sport organisations to receive and handle reports of wrongdoing, including competition manipulation, harassment, doping and corruption. However, it is also noted that planning and implementing effective reporting mechanisms is not always straightforward.

a. What an organisation should consider before starting on this process of developing a discrimination reporting system

- The size, geographical scope and jurisdiction of an organisation determine how a reporting mechanism can be effectively embedded.
- At the local level, sports clubs may face the challenge of resourcing the impartial operation of a reporting mechanism. Recipients of reports and investigators require time and reporting systems need adequate data security mechanisms to safeguard confidentiality.
- Apart from challenges relating to resourcing, organisations may also face challenges with regard to maintaining confidentiality and protecting reporting persons, and coordinating awareness of and learning from reporting wrongdoing in sport.
- Internationally, organisations face the additional challenge of operating a reporting mechanism across countries, i.e., across jurisdictions, languages and cultures that have different reporting legislation and law enforcement capacity
- The effectiveness of reporting mechanisms stands or falls with the commitment of those who lead sports organisations.
- Reporting mechanisms cannot be effective without the allocation of appropriate financial resources to fund their operation.
- Effective reporting mechanisms require specific competencies for the impartial assessment and investigation of reports, and for the evaluation and improvement of the reporting mechanism. Sports organisations need to recruit people with the necessary competencies or carry out internal training, or outsource parts of their reporting mechanism.
- Sports organisations need to review their staff and athlete contracts to ensure that they include clauses that safeguard confidentiality and the sanctioning of retaliation against reporting persons.
- Reporting mechanisms can have several interfaces for receiving reports of wrongdoing. These interfaces should be of good quality, so that they are straightforward for people to use and to ensure that reports are handled properly.
- The use of online reporting interfaces is becoming increasingly popular. Technology is available to create a secure reporting interface that allows two-way anonymous communication between the reporting person and the receiver of a report. Online repor-

ting interfaces are easier to operate around the clock in multiple languages than telephone lines.

- Good reporting interfaces make the information about their reporting mechanism available in different languages, where relevant.
- Where possible, sports organisations should avoid creating reporting mechanisms that are specific to one type of wrongdoing.

Sports clubs, sport organisations and sport for development organisations should have a reporting strategy and mechanism in place for when discrimination incidents, allegations, or concerns take place. The strategy should include:

- A documented reporting system
- A reporting form and associated documentation
- Training of stakeholders (coaches, staff, volunteers, participants etc.)
- Network of partner organisations for information / referrals

Consider the following when developing measures to respond to discrimination allegations, incidents, or concerns:

- Developing the discrimination reporting strategy is a participatory process with inputs from coaches, senior management, participants, families, and representatives from partner organisations, plus external expertise as required.
- There are clear procedures in place that provide step-by-step guidance on what action to take if there are concerns about a child or vulnerable adult's safety or well-being, both within and external to the organisation.
- There is a designated person in the organisation responsible for taking the lead on discrimination, whether that be the safeguarding focal point or welfare/safeguarding officer.
- Everyone associated with the organisation should know how to report their concerns, and there should be clear step-by-step guidance on what to do in different circumstances.
- Your club provides participants, coaches, and families with information on the different types and forms of discrimination and consequences, who they can turn to if they are worried, and how they can report their concerns.
- Information shared should be in a format and language that can be easily understood by everyone.
- There are arrangements in place to provide support to participants and coaches during and following an incident, allegation or complaint.
- A process for dealing with complaints in a fair and transparent way that includes referrals to social services, if required.
- All incidents, allegations and complaints are recorded, monitored and stored securely.
- Flowcharts are helpful and easy to use when people need to be able to respond quickly.

b. Steps towards developing organisation's own discrimination reporting strategy:

Step 1: Discuss and analyse

Gather stakeholders (coaches, families, volunteers, partner organisations):

- Present and come to a shared consensus on the importance of fair coaching philosophy.
- Brainstorm the different forms of discrimination, and their consequences.
- Understand the club / association environment to see what relevant services or organisations there are that could provide information or provide referrals.

Step 2: Engage and document

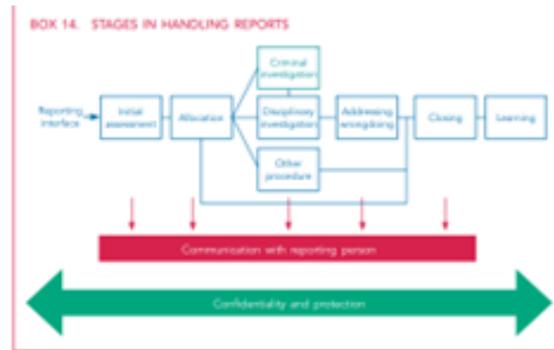
- Develop steps that respond to each type of discrimination.
- Identify relevant referrals.
- Make contact and build relations with referrals (i.e., services, organisations.)
- Document the steps that will be taken in each incident, allegation, and complaint of discrimination.
- Allocate point person/s responsible for central coordination of discrimination issues.

Step 3: Developing the reporting mechanism

Good reporting mechanisms provide adequate information about how to make a report safely and how reports are handled. Such information includes:

- What information may be relevant to report
- How to make a secure report
- Whether the report is confidential or anonymous
- How reports will be processed
- What communication can be expected during the process
- How the reporting person may be protected
- Where the reporting person may seek further advice or support
- A reporting person may experience stress and anxiety before and after the decision to report wrongdoing, especially if they are closely related to or directly involved in the wrongdoing (e.g., if they are a member of a team that is involved in competition manipulation or doping, or if they are a witness to or involved in sexual abuse). This needs to be taken into account when preparing information for reporting persons about how to make a report and how reports are handled.
- Sports organisations that operate a reporting mechanism bear the responsibility for ensuring that the identity of the reporting person, alleged wrongdoers and other persons named in a report remains confidential to the fullest extent possible.
- In many countries, there is legislation on the protection of reporting persons. However, most of the protection offered through this legislation is post-hoc; after the reporting person has experienced retaliation, they can use the legislation to seek redress in court or in an appropriate forum. Furthermore, reporting persons in sport may find this legislation does not apply to them or their specific circumstances.

The following diagram comes from the UNODC and IOC handbook and relates to stages in handling reports so after the reporting mechanism is in place:



Step 4: Educate and raise awareness

- Gather stakeholders for training on the discrimination reporting mechanism strategy.
- Publish all information in an easy-to-digest and understand way.

Advice for making links with partner organisations

During the initial phase of developing your discrimination reporting strategy, it is important to identify and consider engaging and establishing partnerships with other agencies and organisations, as they may be able to offer your organisation, coaches, players and families information or provide referrals as required. Agreements with partner organisations for information / referrals should be established prior to laying out the steps that should be taken in each incident, allegation, and complaint of discrimination.

Some questions to guide your research: Which agencies and organisations are in charge of safeguarding and protecting children and/or children's rights within your country?

What government departments or local agencies exist that have a statutory responsibility for promoting children's rights and child protection?

Are there other sports organisations or bodies that may have existing approaches to safeguarding against discrimination that can provide examples of lessons learnt and guidance.

Are there local non-governmental organisations (NGOs) or UN entities that could provide education, support or guidance in the area of children's rights and safeguarding?

Step 5: Follow and implement the reporting mechanism

The following steps and measures are examples of ways to intervene in different types of discriminatory behaviours:

Speaking out

- Most of the inappropriate behaviour can be stopped by immediately taking action
- The persons the matter concerns discuss the matter amongst themselves
- This step helps to get to the bottom of the situation
- It also functions to decide on the next action steps
- Executing this step properly helps with avoiding a larger problem at a later point

Mediation

- If it was not possible to resolve the situation in the previous step, now is the time to include a neutral person into the process
- The mediator takes care that each party involved in the process is heard equally
- The parties involved define what needs to be resolved and how
- The mediator does not resolve the issue but acts as an outsider and helps in taking the process forward
- If it is suspected that the matter constitutes a crime, it is of utmost importance to notify Child Protection Services and the police immediately
- So that the official institutions can start their working process without delay

Follow-up measures

- If it was not possible to solve the situation through the proceeding steps it is necessary to establish follow-up measures
- In matters of crime and child protection contact the proper institutions immediately and ask for help
- Matter concerning working contracts and regulations are handled by the employer
- Breaching of contracts and fines related to contracts are dealt with by the instances the contract affects
- In case of a breach of club rules will the club deal with the situation
- In case association rules were breached, will the association deal with the breach
- Other serious ethical crimes are taken up by the Competition- and Disciplinary Board of the association

There will likely be different steps taken depending on the type of discrimination and who is reporting it, for example:

For coaches

- What to do if you see other coaches and leaders conducting discriminatory behaviours?
- What to do if you see participants conducting discriminatory behaviours?
- What to do if you experience discriminatory behaviour?
- What to do if a participant discloses information directly to you?

For participants

- What to do if you see other coaches and leaders conducting discriminatory behaviours?
- What to do if you see participants conducting discriminatory behaviours?
- What to do if you experience discriminatory behaviour?

For coaches, the last point on what to do if a participant discloses information directly to you, remember:

- Participant disclosures must always be taken seriously.
- Contact emergency support if the participant is in immediate danger.
- Remain calm and do not show shock, disbelief, or judgement.
- Listen carefully to what is being said by the participant.
- Do not ask detailed, probing, or leading questions.
- Tell the participant that you take what they say seriously.
- Explain to the participants the steps that you will take.

- Explain to the participant that any information shared will only be done so in order to keep them safe.
- Remember it is not your responsibility to decide if abuse has occurred, it is your responsibility to report it.

Sport and Sport for Development organisations should have standard procedures in place for reporting concerns of abuse. Concerns may include situations where harm is happening at the organisation or in the home or elsewhere in the community. Concerns can be current or be about a past situation (non-recent cases of abuse). They may be concerns of maltreatment (harassment, abuse, neglect or exploitation), poor practice or a perceived failure of the organisation to safeguard children or vulnerable adults.

Important - are there any legal implications?

There could be criminal and legal implications for some incidents, allegations, and concerns. And in some countries, there is national legislation that states there is a legal requirement to address concerns of abuse.

- Does your organisation understand the safeguarding and protection requirements and arrangements that are set out in the laws of your country?
- Which laws establish your duty to safeguard children in your care or to report concerns?
- Are there laws or guidelines around safeguarding and practical supervision, and/or health and safety measures you should have in place for children, for example, the number of children one adult can look after at one time?

c. Discrimination reporting form examples

Most Sports organisations have a reporting tool where they do specify what to report, including examples of discrimination, inappropriate behaviour, abuse, harassment, and violence, as well as manuals on how to recognise the incidents if they are visual.

Examples of reporting tools from partners in the Fair Coaching project:

Finland:

Whistleblower reporting tool, Football Association of Finland <https://www.palloliitto.fi/harrastaminen/turvallinen-harrastaminen/whistleblower>

You are not alone/Et ole yksin chat, message service and telephone number <https://www.eto-leyksin.fi/haluatko-jutella/>

Form template example

Please fill out as many sections as possible in as much detail as you can. This form is strictly confidential. Carefully record the details and pass on this information to the discrimination point person. Do not keep a copy for yourself.

Your name:

Your position:

Child's name and age:

Child's address (if known):

Name of parents/guardians and address (if known):

Are you reporting a direct disclosure, your own concerns or concerns raised by someone else?

- Direct disclosure from a child
- Reporting my own concerns
- Reporting concerns raised by someone else

If reporting concerns raised by someone else, please provide: a) their name b) position c) telephone number and email

Details of incident / allegation / concern. Please describe.

Time:

Date(s):

Place or location:

Name of member of staff or volunteer involved in incident (if any):

Behaviour or physical signs observed:

Any other details:

Details of any conversation with the child or children:

Has the incident been reported to any external authorities or agencies?

Yes

No

If yes, please state name of authority/agency:

Contact person:

Telephone number(s):

Email address (if available):

Agreed action or advice given:

How to use the reporting form

i. Identify the appropriate form to use or choose the respective option if already embedded in the form, based on the type of discrimination you are reporting (e.g., race, gender, age, etc.).

ii. Read the instructions provided on the form carefully, as they will outline the specific information you need to provide in order to submit a report.

iii. Fill out the form accurately, with as much detail as possible, including the date, time and location of the incident, a description of the discrimination, and the names of any witnesses or individuals involved and context. This information is really important and may help any future investigation that can safeguard and protect victims. Attach photographic evidence, if form allows it.

iv. Submit the form to the appropriate individual or department, or organisation as specified on the form provider.

v. Keep a copy of the completed form for your own records, as it may be necessary to provide additional information or follow up with the individual or department handling the report.

When should one NOT use a reporting form?

If the incident is an emergency or if something happens that needs immediate attention, it should be reported directly to an appropriate individual or department or police officer.

Who is responsible for the reporting form?

The human resources department or social responsibility department or the designated equal opportunities officer should be responsible for the discrimination reporting form in a Sport and Sport for Development organisation.

Their responsibility includes managing the form, collecting, and reviewing any reports of discrimination, and taking appropriate action to address any incidents. The form should also be accessible to all employees and athletes in the organisation, so that anyone who experiences or witnesses discrimination can report it.

How often should the reporting form be reviewed?

It is recommended that Sport and Sport for Development organisations should review their reporting forms at least annually, or whenever there are updates to relevant laws or policies. The form should accurately reflect the organisation's policies and procedures for handling discrimination complaints and provides clear guidance for individuals to report incidents.

The form should also be reviewed after any significant incidents or changes within the organisation or sports industry, to ensure that it is effective in addressing discrimination and promoting a safe and inclusive environment for all members.

7. The role of coaches in reporting mechanism

Coaches play a vital role when it comes to the issue of discrimination among participants. Firstly, how coaches express and conduct themselves, as well as communicate with participants and lead sessions, can go a long way in setting the culture of the sports practice. The Fair Coaching Philosophy emphasises positive age, gender and ability appropriate communication, encouragement, praise and feedback, as well as respect for diversity and promoting a sense of belonging for all participants. Setting this kind of positive culture can often signal to participants whether or not there is place for discriminatory, inappropriate behaviour. There are then other instances of discrimination that are outside of the control of coaches, but that are vital for coaches to understand, detect and then address. To do this effectively, coaches should understand why discrimination exists, what barriers and realities different people face based on certain intersectional characteristics.

Tips for coaches - do we need to include this type of detail do you think?

- LGBTQ+ inclusive language
- Gender sensitive
- ETC

When it comes to the discrimination reporting strategy, coaches will have their own specific steps of what to do. Since coaches have direct contact with participants, they are often the first to respond to incidents, allegations, or concerns.

An example checklist for coaches in the instance of a discrimination incident, allegation or concern could be:

- Listen to the participant/s in question.
- Inform your line manager.
- Inform the organisation's discrimination point person or safeguarding representative.
- Inform the general secretary of the organisation.
- Record information accurately and complete the reporting form.
- Contact the victim and their family, informing them of the steps being made.
- Ensure all information is kept confidential.

Remember! In the instance of an allegation of abuse, it is not the responsibility of coaches to determine if the abuse is occurring. This is the role of the appropriate person appointed to investigate the concerns. Coaches should be aware that there are mandatory requirements that compel them to report concerns of alleged abuse of children or vulnerable adults to the police and social services authorities in many countries, and failure to do so could lead to prosecution. If a child or vulnerable adult is in immediate danger of serious harm, concerns should be reported to the police and/or social services.

8. Additional resources

FIFA Guardians

<https://rm.coe.int/pss-description-practice-a3-the-netherlands-a-toolkit-for-the-preven-ti/1680770fd9>

<https://www.sportengland.org/guidance-and-support/safeguarding>

<https://www.thefa.com/football-rules-governance/inclusion-and-anti-discrimination/reporting-discrimination>

<https://fundacion.fcbarcelona.es/sistema-de-proteccion-de-la-infancia-cas>

<https://www.sport-for-development.com/tools?id=265#cat265>

<https://www.end-violence.org/sites/default/files/paragraphs/download/Implementation-Guide-for-organisations-who-work-with-children-A5-version-re.pdf>

https://www.sportanddev.org/sites/default/files/downloads/20211006_ausc_safeguarding_booklet_eng.pdf

<https://www.unicef-irc.org/publications/588-protecting-children-from-violence-in-sport.html>

<https://www.sporhumanrights.org/media/u5nhkdhw/toolkit-fifa-guardians.pdf>

SAVE Sport Abuse and Violence Elimination: <https://www.assistitaly.eu/save/>

ILMO reporting tool, SUEK (FINCIS Finnish Center for Integrity in Sports) <https://ilmo.suek.fi/#!/>

Whistleblower reporting tool, Football Association of Finland <https://www.palloliitto.fi/harrastaminen/turvallinen-harrastaminen/whistleblower>

You are not alone/Et ole yksin chat, message service and telephone number <https://www.etoleyksin.fi/haluatko-jutella/>

As preparation

- Read IO4. We have to avoid repetition of IO4

<https://www.dropbox.com/sh/d9zo2ltbo2d2bpy/AACHQI9zaeHottiqZNLUzQEaA?dl=0>

Taken from the existing tools in project:

FAIR COACHING Toolkit final version 31.1.2022.pptx 90 / 91

Step-by-step guide on how to intervene harassment/inappropriate behaviour in the club environment

```

    graph TD
      A[Receive the complaint] --> B[Decide who is in charge of the case]
      B --> C[Consult with the proper authorities]
      C --> D[Listen to everyone involved in the case]
      D --> E[Decide on how to proceed]
      E --> F[Write a summary of the case]
      F --> G[Inform the club]
      C -- Suspicion of a crime --> H[Criminal investigation will commence]
      H --> I[At this point the sport club will stop their own investigations and will inform club stakeholders. Suspect will be removed from all club responsibilities.]
  
```

FAIR COACHING BE RESPECTFUL

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Step-by-step guide to preventing violence and harassment in sport clubs

Example

- **STRUCTURES**
 - Who to tell?
 - Who is responsible?
 - Does everybody know?
- **SAFE ATMOSPHERE**
 - Talk (no taboo)
 - Respect
 - Rise awareness
- **RULES**
 - Clearly laid down
 - Observe
- **LEADERSHIP**
- **BE AN EXAMPLE**
- **INTERFERE**
 - Always when you see inappropriate behaviour
- **RESPECT INTEGRITY of EVERYONE**
 - Consent
 - Verbalize touch

FAIR COACHING BE RESPECTFUL

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77 / 91 | 81%

UEFA's TEN POINT ACTION FOR CLUBS

Example

1. Issue a statement saying the club will not tolerate racism, spelling out the action it will take against those engaged in racist chanting. The statement should be printed in all match programmes and displayed permanently and prominently around the ground.
2. Make public address announcements condemning racist chanting at matches.
3. Make it a condition for season ticket holders that they do not take part in racist abuse.
4. Take action to prevent the sale of racist literature inside and around the ground.
5. Take disciplinary action against players who engage in racial abuse.
6. Contact other clubs to make sure they understand the club's policy on racism.
7. Encourage a common strategy between stewards and police for dealing with racist abuse.
8. Remove all racist graffiti from the ground as a matter of urgency.
9. Adopt an equal opportunities policy in relation to employment and service provision.
10. Work with all other groups and agencies, such as the players union, supporters, schools, voluntary organisations, youth clubs, sponsors, local authorities, local businesses and police, to develop pro-active programmes and make progress to raise awareness of campaigning to eliminate racial abuse and discrimination.

FAIR COACHING
BE RESPECTFUL

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88 / 91 | 81%

Low threshold reporting services for individuals who have experienced harassment, violence, or abuse in sport

Example

- Telephone or chat helpline
- Neutral, low barrier and confidential
- Each case needs to be treated on an individual base
- The service gets in contact with the sport organization if needed
- Reporting to the police or child protection service is dealt with on a case-by-case basis

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Source <https://www.athletisklin.fi/>

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The image shows a screenshot of a presentation slide. The slide is titled "Website reporting system for violations within the sport environment" and includes a list of four bullet points. The slide is part of a presentation titled "FAIR COACHING Toolkit final version 31.1.2022.pptx". The slide number is 89 out of 91. The slide is displayed in a browser window with the URL "faircoaching.eu/wp-content/uploads/2022/12/Toolkit-coaches-EN.pdf". The browser window also shows the FAIR COACHING logo and the text "Co-funded by the Erasmus+ Programme of the European Union".

Example

Website reporting system for violations within the sport environment

- Webpage reporting tool
- Anonymously or with name
- Reporting of violations and suspicious activities of athletes and other actors within the sport environment
- Report content is processed confidentially

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Source: <https://imo.suek.fi/>

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CASE STUDIES

1. Kick it out: <https://www.kickitout.org/>
2. Club respect- AU : <https://clubrespect.org.au/tackle-common-issues/discrimination/>
3. The FA reporting discrimination: <https://www.thefa.com/football-rules-governance/inclusion-and-anti-discrimination/reporting-discrimination>
4. NCAA: <https://www.ncaa.org/sports/2014/11/5/mind-body-and-sport-harassment-and-discrimination-lgbtq-student-athletes.aspx>
5. <https://assets2.hrc.org/files/assets/resources/PlayToWin-FINAL.pdf>

Australia sport

We all have a right to be treated equally and fairly when playing, coaching, umpiring and administrating sports.

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