



Cumberland United Football Club

Child Safe Policy

Endorsed November 2013



Our Club: SUPPORTS Kids, Is SAFE for Kids, Is FUN for Kids

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1. DEFINITIONS AND INTERPRETATIONS

1.1 Definitions

“Child or Children” under South Australian law any person aged less than 18 years is a child.

“Child Safe Officer” this is the title of the person within an organisation whose role is to promote and support children’s safety and welfare.

“Club” refers to the Cumberland United Football Club.

“Code of Conduct” is a set of rules outlining the responsibilities of or proper practices for an individual, party or organisation.

“Constitution” means the Constitution of the Cumberland United Football Club.

“Employee” a person who is financially reimbursed by the club for their services.

“Executive Committee” means the body appointed in accordance with the club’s Constitution.

“FFA Policy” means the *Football Federation Australia - National Protection Policy, effective from 21 December 2012.*

“Junior Premier League (JPL) or Junior State League (JSL)” a league where players are of the age of twelve (12) or older.

“Organisation” the sporting club to which we belong.

“Parent” in the context of this publication the title includes parents, caregivers and guardians.

“Senior Player” for the purpose of this policy defines a player who is a member of the senior playing group and is under eighteen (18) years of age.

“Volunteer” this title encompasses a broad range of roles within the club. These include but are not limited to, the roles of the coach, team manager, ground stewards and committee members.

1.2 Interpretation

Except where the contrary intention appears, in this Child Safe Policy, an expression that deals with a matter under the FFA Policy has the same meaning as that provision of the FFA Policy. Model rules under the FFA Policy are expressly displaced by this Child Safe Policy.

2. INTRODUCTION

Participation in football can provide valuable life experiences and has the potential to offer significant learning opportunities for children that can help develop valuable life skills as well as enhancing self-esteem and confidence.

Although the majority of children benefit from participation in sport, some young people have experienced abuse and/or poor practice linked to their participation. In addition, some children who are participating in football may be experiencing abuse unrelated to the sport, either at home or within the wider community.

Coaches, volunteers and club officials are in the privileged position of having an opportunity to build strong relationships with young people in their care and are therefore ideally placed to recognise signs that a child may be being abused. This can be achieved by being alert to and aware of the risks which individual abusers, or potential abusers, may pose to children and being aware of and responding to any indicators that a child may be experiencing abuse.

Cumberland United Football Club recognises the importance of ensuring there are procedures in place that outline the appropriate steps to take in the event of a concern. In addition, it is essential to ensure there are comprehensive policies and practical guidance that promote the welfare of children and minimises any identifiable risks within the sports environment.

The development of a club Child Safe Policy is important to safeguard and promote the welfare of children in our care and ensure a consistent and best practice approach across the sport.

3. PURPOSE OF OUR POLICY

South Australian legislation requires organisations that are providing services wholly or partly for children in the area of recreation and sport to establish and maintain child safe environment policies and procedures.

Our club is committed to providing a safe environment for participation. Aggressive, threatening or other inappropriate behaviour by members, their families, their friends, and other sporting personnel while attending a game or event will not be tolerated.

The main objective of our Child Safe Policy is to maintain responsible behaviour and the making of informed decisions by participants in this club. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. Our policy informs everyone involved in our club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required. It also covers the care and protection of children participating in our club's activities.

4. WHO OUR POLICY APPLIES TO

Our policy applies to everyone involved in the club including committee members, club members, coaches, team managers, players, parents, volunteers and spectators.

5. EXTENT OF OUR POLICY

Our policy covers breaches of our Code of Conduct and behaviour that occurs at training, on game day, in the club rooms, at social events organised or sanctioned by the club (or our sport), and on away and overnight trips. It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

6. CLUB RESPONSIBILITIES

We will:

- implement and comply with our policy;
- promote our policy to everyone involved in our club;
- promote and model appropriate standards of behaviour at all times;
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially; and

- review this policy.

7. INDIVIDUAL RESPONSIBILITIES

Everyone associated with our club must:

- comply with the standards of behaviour outlined in our policy;
- treat others with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour;
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour.

8. PROTECTION OF CHILDREN

8.1 Child Protection

Cumberland United Football Club is committed to the safety and wellbeing of all children and young people associated with our club. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times. We also support the rights and wellbeing of our members and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Cumberland United Football Club acknowledges that our members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport. Cumberland United Football Club aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

8.1.1 Identify and Analyse Risk of Harm

Cumberland United Football Club will implement a risk management plan; reference Appendix A - *Risk Management Plan for Inappropriate Behaviour*.

This plan shall be reviewed with respect to existing child protection practices, to determine how child-safe and child-friendly the club is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of an employee, volunteer or another person.

Understanding child abuse is important when recognising and reporting issues.

- **Physical** – purposefully injuring or threatening to injure.
- **Emotional** – an attack on a child’s self-esteem (bullying, name calling, threatening, isolating etc.)
- **Sexual** – any sexual act or sexual threat.
- **Neglect** – failure to provide the basic physical and emotional needs.

8.1.2 Develop Codes of Conduct for Adults and Children

Cumberland United Football Club will ensure that the club has codes of conduct that specify standards of conduct and care when dealing and interacting with children, particularly those in the club's care. The club will also implement a Code of Conduct to address appropriate behaviour between children. *Reference Appendices B, C, D, E and F.*

8.1.3 Choose Suitable Employees and Volunteers

Cumberland United Football Club will ensure that the club takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children.

The *Children's Protection Act 1993* requires the club to conduct criminal history assessment for each volunteer or employee who holds a prescribed position. A criminal history assessment addresses whether a person is suitable to work with children based on the person's criminal history (if any) and the assessed risk to children who access services from the club.

Cumberland United Football Club will ensure that police checks are conducted for employees and volunteers working with children within the club environment.

8.1.4 Support, Educate, Supervise and Enhance Performance

Cumberland United Football Club will ensure that volunteers and employees who work with children have ongoing supervision, support and education such that their performance is developed and enhanced to promote the establishment and maintenance of a child safe environment.

8.1.5 Report and Respond Appropriately To Suspected Abuse and Neglect

Cumberland United Football Club will ensure all volunteers and employees are aware of their responsibilities if they have suspicion on reasonable grounds that a child has been or are being abused or neglected.

Cumberland United Football Club will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

Cumberland United Football Club shall provide a reporting procedure to volunteers, employees, parents and spectators; reference *Appendix A Risk Management Plan for Inappropriate Behaviour.*

8.2 Supervision

Cumberland United Football Club volunteers and employees shall provide player supervision during training and game day matches.

A parent of a non-Junior Premier League (JPL) and Junior State League (JSL) player must be present for the entirety of training sessions and game day matches.

A parent of either a senior, JPL or JSL club player must collect their child at the completion of a training session and game day matches for reasons of courtesy and safety. If it appears a club volunteer or employee will be left alone at the end of a training session with just one child, they shall ask another club volunteer or employee to stay until the child is collected.

Cumberland United Football Club shall endeavor to provide all coaches with the contact details of two player parents prior to the commencement of the playing season.

In the event of a parent not making themselves available to collect their child and are uncontactable by mobile phone the volunteer/employee shall decide to either wait or transport the player home.

If the decision is to transport the player home the volunteer/employee shall notify another club volunteer, employee or member of their decision.

At the completion of the transportation the volunteer/employee shall notify the previous club volunteer, employee or member of their completed actions.

8.3 Transportation

Parents are responsible for transporting their children to and from club. Where our club makes arrangements for the transportation of children we will conduct a risk assessment that includes ensuring vehicles are adequately insured, the driver has a current and appropriate licence for the vehicle being used and appropriate safety measures are available (e.g. fitted working seatbelts).

8.4 Taking Images of Children

In Australia, generally speaking, there is no law restricting photography of people (including children) in public spaces as long as the images are not:

- indecent (such as 'up skirt' or 'downblouse' photographs taken covertly in change rooms or toilets)
- being used for voyeurism or made for the purpose of observing and visually recording a person's genital or anal region
- protected by a court order (eg. child custody or witness protection)
- defamatory
- being for commercial purposes (person's likeness is used to endorse or entice people to buy a product).

Photos of a child (including your own child) also contravene Criminal Codes and censorship laws if the child is photographed in a provocative or sexual manner.

Where a sporting event is held on a club's private property, privately owned land, a school or council owned facilities, the owner of private property or venue is able to restrict, ban or require permission of photography anywhere in their venue (e.g. some council owned facilities will not allow mobile phones or cameras in change rooms or toilets). Where a sporting event is held on private property not owned by the organisers, it is good practice to determine a mutually agreed photographing policy.

If a person is taking photographs inappropriately (e.g. breaching the restrictions or ban in place for that private property or venue), then venue management can request the person to stop. If the person refuses, the police or security may be called to escort them off the property.

The club requires that members, wherever possible, obtain permission from a child's parent before taking an image of a child that is not their own and ensure that the parent knows the way the image will be used. We also require the privacy of others to be respected and disallow the use of camera phones, videos and cameras inside changing areas, showers and toilets.

If the club uses an image of a child it will avoid naming or identifying the child or it will, wherever possible, avoid using both the first name and surname. We will not display personal information such as residential address, email address or telephone numbers without gaining consent from the parent. We will not display information about hobbies, likes/dislikes, school, etc as this information can be used as grooming tools by pedophiles or other persons. We will only use appropriate images of a child, relevant

to our sport and ensure that the child is suitably clothed in a manner that promotes the sport, displays its successes, etc.

9. ANTI-HARASSMENT, DISCRIMINATION AND BULLYING

Cumberland United Football Club opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Cumberland United Football Club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club, refer *clause 10. Responding to Complaints*.

Cumberland United Football Club is welcoming and will seek to include members from all areas of our community.

9.1 People with a disability

Where possible we will include people with a disability in our teams and club.

9.2 People from diverse cultures

We will support and respect people from diverse cultures and religions to participate in our club and where possible will accommodate requests for flexibility (e.g. modifications to uniforms).

9.3 Sexual & Gender Identity

All people, regardless of their sexuality, are welcome at our club. We strive to provide a safe environment for participation and will take action over any homophobic behaviour.

9.4 Girls playing in boys teams

If there is not a separate sex competition, our club will support girls playing in boys teams up until the age of 12 years (when federal sex discrimination law says if differences in strength, stamina and physique are relevant, then single sex competition is required). After this age our club will consider each request on an individual basis including looking at the nature of our sport and other opportunities to compete.

10. RESPONDING TO COMPLAINTS

10.1 Complaints

Cumberland United Football Club takes all complaints about on and off-field behaviour seriously. The club's Executive Committee will handle complaints based on the procedure that:

- all complaints will be taken seriously;

- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to the club's governing body.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority.

10.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes and/or complete a Record of Complaint reporting form, Appendix F; and
- maintain confidentiality but not necessarily anonymity.

The person receiving the complaint shall involve the Safe Child Officer; reference *Appendix A - Risk Management Plan for Inappropriate Behaviour*. The Child Safe Officer shall include the Executive Committee in the decision process on the preferred option for resolution. Preferred options may involve:

- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from the club's governing body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to the club's governing body; and/or
- referring the complainant to an external agency such as a community mediation centre, police, anti-discrimination agency or the Child Abuse Report Line (13 14 78).

In situations where a complaint is referred to the club's governing body and an investigation is conducted, the club will:

- co-operate fully;
- ensure the complainant and respondent are not victimised;

- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on the club's governing body recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

10.3 Disciplinary Measures

Cumberland United Football Club will take disciplinary action against anyone found to have breached this policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be applied consistent with any contractual and employment rules and requirements;
- be fair and reasonable;
- be based on the evidence and information presented and the seriousness of the breach;
- be determined by the club's Constitution under *clause 10.1*.

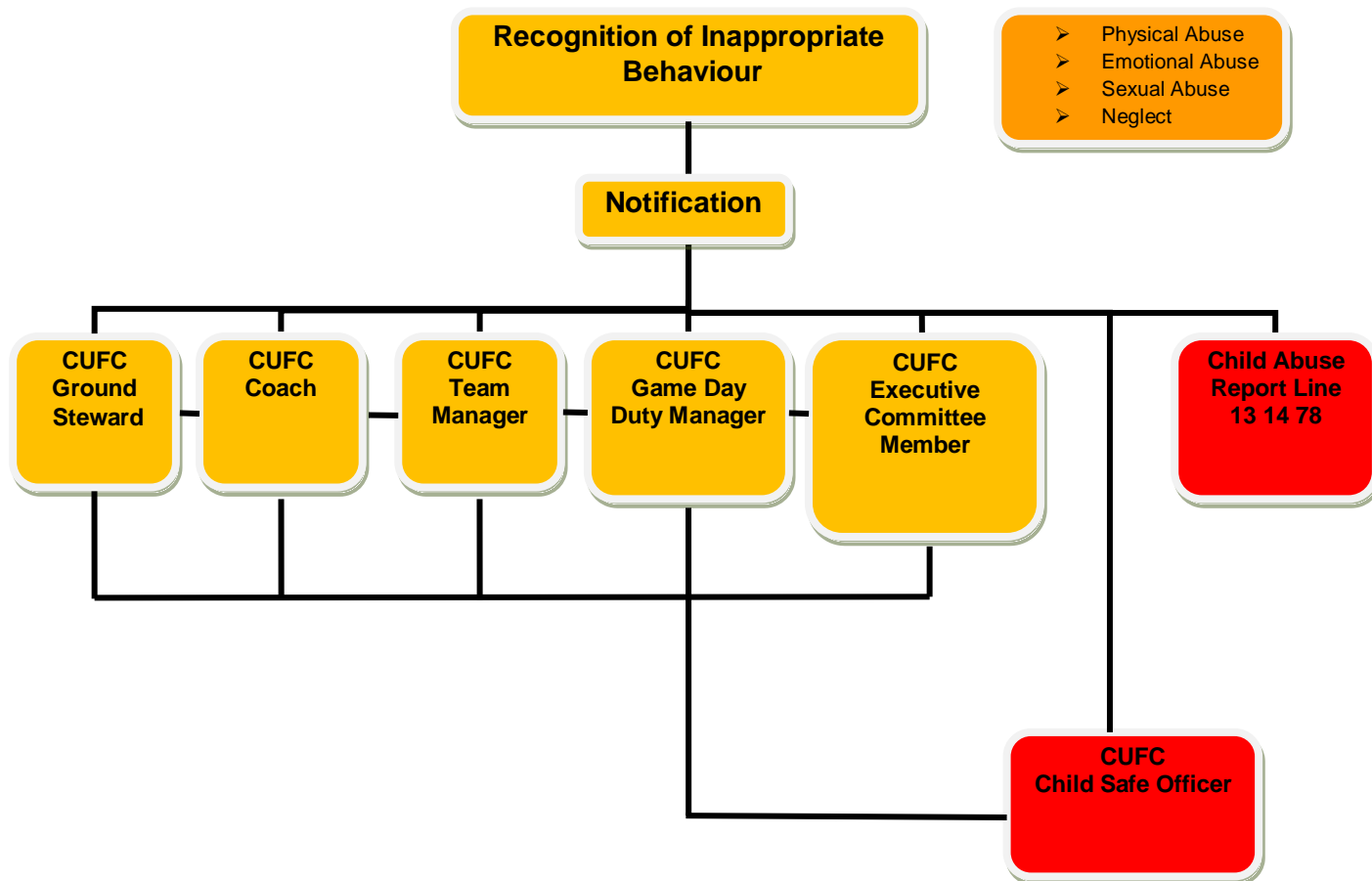
Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently; or
- any other form of discipline that the Executive Committee considers reasonable and appropriate.

10.4 Appeals

The respondent has the right of appeal by the club's Constitution under *clause 10.2*.

APPENDIX A – RISK MANAGEMENT PLAN FOR INAPPROPRIATE BEHAVIOUR



Recognition of inappropriate behaviour requires notification and Cumberland United Football United provides notification options.

Notification shall be to either;

1. **Ground Steward** – for every Cumberland United game the club will provide a ground steward who shall be recognised by the wearing of a yellow vest.
2. **Coach** – every Cumberland United team shall be provided with a coach.
3. **Team Manager** – every Cumberland United team shall have an allocated team manager.
4. **Game Day Duty Manager** – the club shall provide a duty manager/s for home junior games and the details of this person/s shall be provided within the club.
5. **Executive Committee Member** – Committee members may be available at Cumberland United games.
6. **Child Safe Officer** – identified by the club.
7. **Child Abuse Report Line** – reports can be made directly to the Child Abuse Report Line.

The notification plan allows notified persons the ability to discuss with others prior to notifying the Child Safe Officer. The Child Safe Officer shall include the Executive Committee in the decision process of the preferred option for resolution.

APPENDIX B – CODE OF CONDUCT PLAYERS

Players shall always:

- Play according to the laws and spirit of the game.
- Be on time and be prepared for matches and training sessions.
- Display self-control in all situations. Never use foul or abusive language – before, during or after a game or training session.
- Train and play to the best of your ability in a fair manner, have a positive attitude, and encourage others to do the same.
- Respect your own team mates, never verbally abuse or physically abuse a team mate, never make fun of or put him/her down, **bullying will not be tolerated at CUFC in any form and it will cause your suspension from the club permanently if it cannot be resolved.**
- Respect all participants at all times. Treat them as you would like them to treat you. Never yell at, ridicule or criticize other participants. They are all trying their best.
- Respect the referee. Never dispute his or her decisions. They are only human and they make mistakes, just like you.
- Be respectful whether you win or lose. Shake hands with the other team and referee at the end of the game.
- Respect and follow the directions of your team officials.
- Always wear shin pads.
- Clean your own boots/trainers do not leave it up to your parents or carers.
- Your undivided attention is required at training, match warm ups and any other time your coach is addressing you or the squad.
- If you feel unsafe or uncomfortable at your club speak to someone you trust.

I understand that I must follow this Code of Conduct and that if I don't I may be...

1. Required to apologise to the person or people I have offended.
2. Spoken to by the coach or club.
3. Prevented from playing.
4. Suspended from all club activities.
5. Asked to leave the club.
6. Required to attend a disciplinary hearing and may have sanctions imposed on me by the local association and/or Football Federation SA

Players will be required to sign an agreement to abide by this Code of Conduct prior to season commencement.

APPENDIX C – CODE OF CONDUCT PARENTS

Parents and spectators shall always:

- Respect the rights, dignity and worth of all participants at all times.
- Be your child's best fan and support him or her unconditionally. Never ridicule, criticize or unduly scold a child for making a mistake. They do not play intending to make mistakes. Encourage your child to participate for their own interest and enjoyment and encourage your child to always play by the rules.
- Focus on developing skills, playing the game and doing their best is what they should be trying to achieve. Take the emphasis away from winning.
- Set an example by always behaving well. Applaud good play by all players and teams.
- When you take your child home after a match or training session, please be supportive and always focus on the positive aspects of his/her game.
- Develop a responsibility in your child to pack his/her own kit, clean his/her boots and take a drinks bottle (full of water only) to practice and games.
- Respect the facilities at our opponents' grounds.
- Do not criticise your child's coach to your child or other parents. If you are not happy with the coach you should raise the issue with the coach.
- Encourage your child to speak with the coach. If your child is having difficulties in training or games, or can't attend training etc. encourage him/her to speak directly to the coaches. This "responsibility taking" is a big part of becoming a mature person. By handling off the field tasks, your child is claiming ownership of all aspects of the game.
- Support all the players in your child's squad. Do not criticise anyone. Remember – children don't mean to make mistakes.
- Do not criticise the opponents, their parents or their officials. Support all efforts to remove verbal and physical altercations at matches.
- Never audibly dispute a referee's decision. Accept decisions made by referees. They are trying to do their best. They will make mistakes occasionally. We all do. If you abuse or shout at the referee you are breaking the rules of the game and risk generating a fine for the club. In extreme circumstances we could even be expelled from the League.
- Parents must not coach from the side line during matches or training. Leave this to the coach or you may cause confusion and erode your child's confidence. Parents must not enter the field of play.
- Drinking Alcohol is banned at your child's training sessions and on game day (other than within the club's bar), if a parent is reported to be drinking at either of these events and is being disruptive, they will be asked to leave immediately and your child will be suspended from the club for a period of 4 weeks, a second offence will result in your child being permanently suspended from the club.
- Follow the 'Play by the Rules' guidelines at www.playbytherules.net.au

I understand that I have a responsibility to abide by this Code of Conduct and accept that sanctions, including the following, may be imposed if I do not.

1. Be required to apologise to the person or people I have offended.
2. Be required to attend a meeting with club officials.
3. Be counseled, suspended or expelled by the club.
4. Appear at a disciplinary hearing and receive sanctions imposed by the local association and/or Football Federation SA.

Parents will be required to sign an agreement to abide by this Code of Conduct prior to season commencement.

APPENDIX D – CODE OF CONDUCT COACHES

Coaches shall always:

- If requested by the club, provide a personal criminal history check.
- Remember that children participate for pleasure and winning is only part of the fun.
- Operate within the rules and spirit of the game by helping your players to understand that playing by the rules is their responsibility.
- Relate to officials in a courteous and polite way.
- Implement relevant sport safety policies and practices.
- Listen to our players.
- Promote a culturally tolerant environment.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Attend coaching clinics provided by the club.
- Attend coaching accreditation courses as required by the club.
- Ensure you are aware of the club's child safe policy and your mandated responsibility to report suspicion of child abuse or neglect.
- Ensure that any physical contact with a young person is appropriate and necessary for the player's skill development.
- Ensure that you show no favouritism such as offering special treatment. This includes intimate relationships and personal online social networking with team members.
- If requested by the club, complete online training on www.playbytherules.net.au

I understand that I have a responsibility to abide by this Code of Conduct and accept that sanctions, including the following, may be imposed if I do not.

1. Be required to apologise to the person or people I have offended.
2. Be required to attend a meeting with club officials.
3. Be counseled, suspended or expelled by the club.
4. Appear at a disciplinary hearing and receive sanctions imposed by the local association and/or Football Federation SA.

I have read and understood the Code of Conduct for Coaches and agree to abide by the requirements outlined above.

The club has provided an education session outlining their Child Safe Policy, Child Safe Commitment and Risk Management Plan for Inappropriate Behaviour. This is a shared responsibility and I understand my role and agree to abide by the policy and guidelines.

Name:

(Print in BLOCK LETTERS)

Signature:

Age Group: _____

Date: _____

APPENDIX E – CODE OF CONDUCT ADMINISTRATION

Administration shall always:

- Ensure you are aware of the club’s child safe policy and your mandated responsibility to report suspicion of child abuse or neglect.
- If requested by the club, complete online training on www.playbytherules.net.au
- Ensure your club is accessible for all to participate.
- Ensure that the rules, equipment, length of training schedules are suitable for the age, ability and maturity level of young players.
- Provide quality supervision and instruction for junior players and ensure volunteers are adequately trained.
- Ensure that everyone emphasises fair play and not winning at all costs.
- Provide a Code of Conduct sheet to players, parents and coaches.
- Remember, you set the example and your behaviour and comments should be positive and supportive.
- Adopt and implement relevant sport safety policies and practices.
- Promote a culturally tolerant environment.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

I have read and understood the Code of Conduct for Coaches and agree to abide by the requirements outlined above.

The club has provided an education session outlining their Child Safe Policy, Child Safe Commitment and Risk Management Plan for Inappropriate Behaviour. This is a shared responsibility and I understand my role and agree to abide by the policy and guidelines.

Name:

(Print in BLOCK LETTERS)

Signature:

Date: _____

APPENDIX F – CODE OF CONDUCT VOLUNTEERS

Volunteers shall always:

- Respect the rights, dignity and worth of all participants at all times.
- Display self-control in all situations. Never use foul or abusive language – before, during or after a game or training session.
- Remember you are representing the club, you set the example and your behaviour and comments should be positive and supportive. Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Ensure that you behaviour is consistent with the principles of good sporting behaviour.
- Ensure you are aware of your obligation to provide a child safe environment. This includes risk management, child safe policies, appropriate screening of volunteers/employees and mandatory notification obligations of certain people in the club.
- If requested by the club, complete online training on www.playbytherules.net.au

I have read and understood the Code of Conduct for Coaches and agree to abide by the requirements outlined above.

The club has provided an education session outlining their Child Safe Policy, Child Safe Commitment and Risk Management Plan for Inappropriate Behaviour. This is a shared responsibility and I understand my role and agree to abide by the policy and guidelines.

Name:

(Print in BLOCK LETTERS)

Signature:

Date: _____

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other</p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	