

## Members Communication Policy

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**Reviewed Date:** 15/01/2026

**Next Review Date:** 15/01/2027

**Version:** 1.0

### Introduction

Basingstoke Gymnastic Club is committed to ensuring that all members are using the correct ways to communicate. We believe that our members have a right to feel they are always safeguarded, this policy therefore covers the correct ways in which to communicate.

- (a) To children and young people.
- (b) To staff members and the parents/guardians of club members.

### Purpose

The purpose and aim of communication should be to help others and to ensure our service runs as effectively as possible, thereby respecting the rights of all club members. We should all have a complete understanding of communication channels and any behaviors that undermines this aim is unacceptable.

Devices used at Basingstoke Gymnastic Club

- Computers
- Club Telephone
- Tablets

Methods of Direct Communication (in order of preferred methods)

- Email – Member Services - [info@basingstokegym.co.uk](mailto:info@basingstokegym.co.uk)
- Closed social media groups (members only, not open to public)
- Telephone – 01256 352 858
- Open social media platforms (Facebook & Instagram)

### Communication with Children and Young People

- It is inappropriate for an adult member to communicate with gymnasts under the age of 18 years by
  - Text message/phone
  - Through internet chat rooms/social media/networking sites.

- Emails
- All communication by the above methods should be through the parent/guardian for members under 18 years.
- Subject to parental consent, staff can communicate with young people aged 16-17 years either by group e-mails/texts or by copying correspondence to either the Club Welfare Officer or a senior official, as well as the parent(s)/guardian.
- In the event of a gymnast showing a coach a text message, image or email that is considered to be inappropriate for a child to have, the coach will inform the Club Welfare Officer.

### **Communication with staff and the parents/guardians of club members**

- All direct communication between Basingstoke Gymnastic Club staff should be done by the above methods.
- Communication may not be done on any form of personal networking sites publicly.

Basingstoke Gymnastics Club staff will be in contact with you between 2-7 working days. If you have an urgent query which requires an immediate response, then please call the club in the first instance, and speak to our member services team on 01256 352858 or email on [info@basingstokegym.co.uk](mailto:info@basingstokegym.co.uk).