

Communication Policy

Members Policy

Basingstoke Gymnastic Club is committed to ensuring that all members are using the correct ways to communicate to our staff. This policy therefore covers the correct ways in which Basingstoke Gymnastic Club members communicate;

- (a) To children and young people
- (b) To staff members and other parents / guardians

Our aim is to provide an environment that respects the rights of each staff member and parent / guardian, and we ask that all members understand and follow the correct communication channels and any behaviour that undermines this aim is unacceptable.

Methods of Direct Communication

- Text/Call
- Closed Social Media Groups (not open to public)
- Email

Communication with Children and Young People

- It is inappropriate for adult members to communicate with gymnasts under the age of 18 years by:
 - Text message/Phone
 - Through internet chat rooms/social media/networking sites.
 - E-mail.
- All communication by the above methods should be through the parent/guardian.
- In the event of a gymnast showing a parent/guardian a text message, image or email that is considered to be inappropriate for a child to have, the parent/guardian should inform the Club Welfare Officer.

Member Feedback / Comment Card Process

Your feedback is important and essential to us to ensure we provide the best service possible.

Please find our member comment card box located at our reception where your feedback is greatly appreciated.



BASINGSTOKE
GYMNASTIC CLUB
YOUR COMMENTS

Please let us know of your experience here with us at Basingstoke Gymnastics Club. Whether there is something we can improve on or somewhere we excel within our club, your feedback is appreciated to ensure we provide an outstanding service and customer care. This form can be handed in to our Reception Team or Customer Comment Card box at the front desk.

Thank you in advance for your valued feedback

<u>Club Rating</u>						
Facilities	5	4	3	2	1	<u>Comments:</u>
Reception Team	5	4	3	2	1	
Coaching Team	5	4	3	2	1	
Café Staff – N/A	5	4	3	2	1	
Overall Club Rating	5	4	3	2	1	

5	Excellent
4	Very Good
3	Good
2	Satisfactory
1	Poor



Response:

Communication & Feedback Pathways

Throughout the year members will receive 3 newsletters (September / January & May) and each month pieces of information will be sent via email through LoveAdmin. We ask that all members take time to read what we send you – this avoids confusion and helps with organisation.

If you have any specific queries or concerns, then please follow our Member Feedback Pathways & Reporting Safeguarding & Child Protection Concerns.

Members are able to email or call a staff member at the club, as this aids communication, but we do ask that members follow some rules. All staff have **5 working days** to reply, as most of our staff are coaching throughout the day and preparing their session plans outside of these hours. If you would like to email a staff member, we please ask that you ideally do this Monday to Friday. If you have an urgent concern which requires an immediate response, then please call the club in the first instance and speak to a member of our reception team on 01256 352858.

Staff Policy

Basingstoke Gymnastic Club is committed to ensuring that all staff are using the correct ways to communicate to our members, parent and guardians. We believe that our members have a right to come into an environment in which they feel they are fully safeguarded at all times. This policy therefore covers the correct ways in which Basingstoke Gymnastic Club staff communicate;

- (a) To children and young people;
- (b) To members parents and guardians

Our aim is to provide an environment that respects the rights of each member, have a complete understanding of communication channels and any behaviour that undermines this aim is unacceptable.

Devices used at Basingstoke Gymnastic Club

- Computers
- Club Telephone
- Tablets
- Mobile Phones (Only to be used outside the main gym or freestyle centre)

Methods of Direct Communication

- Text/Call
- Closed Social Media Groups (not open to public)
- Email

Communication with Children and Young People

- It is inappropriate for adult staff to communicate with gymnasts under the age of 18 years by:
 - ⇒ Text message/Phone
 - ⇒ Through internet chat rooms/social media/networking sites.
 - ⇒ E-mail.
- All communication by the above methods should be through the parent/guardian.
- Subject to parental consent, coaches can communicate with young people over the age of sixteen years either by group e-mails/texts, copying all 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/staff member a text message, image or email that is considered to be inappropriate for a child to have, they will inform the Club Welfare Officer.

Communication with 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 or by direct message.

Gymnasts, Parent/Guardians & BGC Staff

British Gymnastics has a strict policy on the use of the internet and has recently updated the policy. Basingstoke Gymnastic Club also adopts the same policies for internet use:

No coach is permitted to communicate directly with an individual gymnast, under the age of 18 years, through text, internet, chat rooms, social networks (including Facebook, Twitter, and face time etc.) or by e-mail.

Communication to gymnasts under 18 years must be through parents, group e-mails or updates posted on the gym website.

Coaches and gymnasts whom communicate on a 1-1 basis will face disciplinary through both British Gymnastics and Basingstoke Gymnastic Club.

Under NO circumstances can a coach communicate with a gymnast under the age of 18 years on skype.

Gymnasts, Parents and coaches must not post unfavourable, personal or disrespectful comments regarding Gymnasts, Coaches, personnel or the club on public networks such as Twitter and Facebook.

If you become aware that any of the above is occurring, please contact the Club Welfare Officers or a Head of Department as soon as possible.

Communication with Users Policy

Basingstoke Gymnastic Club communicate with their members through email, termly newsletters, notes/reports to parents, noticeboards, Facebook and its club's website.

Currently each discipline in our squad setup has a parent communicator. Their role is to act as a half-way house between coaches and parents. Once given any information they will pass this onto the individuals within the discipline they are allocated to.

The club communicates to all our members electronically sending everything via email including newsletters, latest news etc.

We issue an annual questionnaire to members to ensure that we are offering the highest standard of service. Whilst the results of these surveys have traditionally shown the Club and its activities in a very positive light, we do actively look for any areas where we might reasonably improve the quality of our service.

Reporting Safeguarding & Child Protection Concerns

Follow the procedure below for dealing with an allegation, suspicion or disclosure of poor practice or abuse, or if concerns arise about the behaviour of a member of staff, coach, volunteer or an adult member towards a child / children.

Concerns about a child arising outside of the gymnastics classes i.e. at home, school, etc, must be reported to the Club Welfare Officer who may refer to / consult with British Gymnastics, Children's Social Care and / or Police on the next steps (including who will inform parents).

Key Actions

- Recognise – You have a concern, notice a problem or receive a direct disclosure.
- Respond – Reassure the individual and tell them what you will need to do.
- Record – Always record all actions and complete an incident report form.
- Report – Information may need to be shared with the Club Welfare Officer, County / Regional Welfare Officer, the LADO, Children's Social Care and / or the Police. The person to whom you refer the concern or allegation will advise you on your next actions. An incident report, log and coaches personal training diary should be written up within 24 hours. All follow up contacts and actions must be written up. A copy of the incident form will also be sent to British Gymnastics, where appropriate.

BGC Welfare Officer – welfare@basingstokegym.co.uk

Southern Regional Welfare Officer – south.rwo@british-gymnastics.org

Children's Social Care – 0300 5551384

LADO – Mark Blackwell – 01962 876364 or 01962 847005

- Listening to children and young people reporting a concern:

<u>Do</u>	<u>Don't</u>
✓ Listen	X Cross examine
✓ Clarify	X Make promises you cannot keep
✓ Reassure	X Criticise or challenge
✓ Explain Next Steps	
✓ Record	
✓ Report	
✓ Assure person that the issues raised will be dealt with in line with BG procedures.	
✓ Assure person that they will be made aware of the outcome.	

- Further guidance may be obtained via the British Gymnastics flowchart – Pathway to Reporting Safeguarding Concerns.

Member Feedback Pathways & Reporting Safeguarding & Child Protection Concerns

Locate the department that your feedback relates to:

**General
Gymnastics**

Pre-school

Disabilities

FreeStyle

Trampolining

Firstly take up your feedback with:



Lead Coach



Lead Coach



Lead Coach



Lead Coach



Lead Coach

If you are not happy with the outcome:

Carl Dunne
[generalgymnastics@
basingstokegym.co.uk](mailto:generalgymnastics@basingstokegym.co.uk)

Julie Creelie
[preschool@
basingstokegym.co.uk](mailto:preschool@basingstokegym.co.uk)

Amy Woods
[disabilities@
basingstokegym.co.uk](mailto:disabilities@basingstokegym.co.uk)

Steve Giles
[freestyle@
basingstokegym.co.uk](mailto:freestyle@basingstokegym.co.uk)

Amy Woods
[trampolining@
basingstokegym.co.uk](mailto:trampolining@basingstokegym.co.uk)

If you are still not happy with the outcome:



Jon Fuller
[jon.fuller@
basingstokegym.co.uk](mailto:jon.fuller@basingstokegym.co.uk)

phone extension number - 1007



Jon Fuller
[jon.fuller@
basingstokegym.co.uk](mailto:jon.fuller@basingstokegym.co.uk)



Jon Fuller
[jon.fuller@
basingstokegym.co.uk](mailto:jon.fuller@basingstokegym.co.uk)

phone extension number - 1012



Jon Fuller
[jon.fuller@
basingstokegym.co.uk](mailto:jon.fuller@basingstokegym.co.uk)



Jon Fuller
[jon.fuller@
basingstokegym.co.uk](mailto:jon.fuller@basingstokegym.co.uk)

Member Feedback Pathways & Reporting Safeguarding & Child Protection Concern

Locate the department that your feedback relates to:

Squads

Feedback / Membership Cancellation

Ethics & welfare

Health & Safety

Firstly take up your feedback with:



Head of group



Reception

info@basingstokegym.co.uk
phone number - 01256 352858



Welfare Officer

welfare@basingstokegym.co.uk



Jon Fuller

jon.fuller@basingstokegym.co.uk
phone extension number - 1012

If you are not happy with the outcome:

Head of Discipline

[Contact details on next page](#)

Karen Rawson (LoveAdmin Queries)

karen.rawson@basingstokegym.co.uk
phone extension number - 1001

South Region

Welfare

south.rwo@british-gymnastics.org

[Write to the Trustees using the Club's address](#)

If you are still not happy with the outcome:



Joe Fraser

Jon Fuller

joe.fraser@basingstokegym.co.uk

jon.fuller@basingstokegym.co.uk

jon.fuller@basingstokegym.co.uk



Jon Fuller

jon.fuller@basingstokegym.co.uk

phone extension number - 1012



British Gymnastics Safeguarding Officer South

catherine.wall@british-gymnastics.org

Welfare officers: Lucy Doyle | Tony Barribal | Nicola MacBean | Jude Bull | Sarah Barrs | Josie Crossley | Serena Birkett | Simon Hockham

BASINGSTOKE
GYMNASTIC CLUB



MEET THE HEADS OF DEPARTMENTS



Julie Creelie:
Pre-School
preschool@
basingstokegym.co.uk



Carl Dunne:
General Gymnastics
generalgymnastics@
basingstokegym.co.uk



Steve Giles:
Freestyle
freestyle@
basingstokegym.co.uk



Joe Fraser: Men's Artistic
HPC & Performance Director
mensartistic@
basingstokegym.co.uk



Anne Bidmead:
Tumbling HPC
tumbling@
basingstokegym.co.uk



Zanna Woods:
Aerobic Gymnastics
aerobics@
basingstokegym.co.uk



Katie Hayes:
TeamGym
teamgym@
basingstokegym.co.uk



Anton Angelski:
Women's Artistic
womensartistic@
basingstokegym.co.uk

If you would like to contact a Head of Department by phone then please call the club on 01256 352858 and go through to the following extensions

Pre-School - 1009 | General Gymnastics - 1004 | Freestyle – 1008 | Men's Artistic – 1016
Tumbling – 1010 | Aerobics – 1006 | TeamGym / Disabilities – 1007 | Women's Artistic - 1005