

Communications Policy

Purpose of this Policy

At Warrington Gymnastics Club (WGC), staff members/volunteers understand the importance of the relationship between parents/carers, gymnasts and the members of the club.

At WGC, there is a strongly inclusive ethos where gymnasts have positive relationships with adults and with each other. This policy sets out the aims of WGC with regard to communication within and from the club, and sets out responsibilities of the club, staff members/volunteers and parents/carers.

WGC aims to promote effective communication between gymnasts, members of staff/volunteers, parents/carers, stakeholders and all members of the club community.

The club's objectives are to:

- Have a clear and professional communication strategy in place which helps to keep parents/carers well-informed about their child's gymnastics progress and any other matters related to their child's overall well-being.
- Improve the quality of service by making sure there is a robust process in place for consultation between the club, parents/carers, staff members/volunteers and gymnasts on key areas.

This policy is intended to be used in conjunction with the following clubs policies:

- Data Protection Policy
- Privacy Notice - Members
- Safeguarding & Child Protection Policy
- WGC Social Media Policy & Members Guidelines – positive image online
- Codes of Conduct
- Anti-Bullying Policy

Roles and Responsibilities

WGC is responsible for:

- Placing key policies, documents and procedures in areas that maximise their accessibility and usefulness to the entire club community. All are available on the club website: www.warringtongymnastics.co.uk
- Communicating clearly to parents/carers about their child's gymnastics progression.
- Informing parents/carers of all WGC events within appropriate timelines.
- Keeping parents/carers informed of the progress of their child at regular intervals through twice yearly parent consultations (Squad gymnasts only).
- Informing parents/carers about the types of data that WGC holds concerning members, why that data is held, and who it may be shared with.

- Ensuring that parents/carers understand their right to view the information about their child which is held by WGC.
- All emails to WGC will be treated as confidential, unless there is a specific reason not to do so.
- WGC aims to respond to emails as quickly as possible, within a maximum of 48 hours. Any delay in the response will be communicated. In exceptions where squad coaches may be away on WGC business e.g. squads, competitions etc, the response time may be up to 96 hours.
- If a gymnast is persistently absent with no contact, WGC has the right to contact the Welfare Officer to ensure the gymnast's wellbeing and safety.

Staff members are responsible for:

- Ensuring the principles and procedures of this policy are followed.
- Communicating proactively with parents/carers about gymnast progress, any issues they may be experiencing, and helping parents/carers to support their child's gymnastics journey.
- Ensuring that relevant information is passed on to the relevant coaches and staff to support gymnasts' progression.
- Updating gymnasts' programs and training planning files with appropriate information.
- Maintain effective communication and an up-to-date knowledge within their team and wider club.

Parents/carers are responsible for:

- Following the Parent & Carers code of conduct by treating staff with respect.
- Reading the key communications circulated by the club and coaches and responding/acting on communication, e.g. by attending meetings, responding to competition letters, and supporting events WGC host.
- Reading the WGC Members Handbook and/or Competitive Parent Squad Handbook and keeping up to date with notices placed on noticeboards.
- Visiting the WGC website and signing up to social media outlets (WGC Facebook page, Twitter, Instagram) for detailed information about the club and other useful downloads relating to the club.
- Signing up to the WGC app and utilise this to book sessions, pay for services and to confirm attendance at events.
- Informing WGC of medical conditions/allergies, along with any relevant medical documentation of these conditions. Keeping these updated as required.
- Informing WGC of child protection matters, legal issues or relevant duties with appropriate documentation.
- Parents/carers are encouraged to utilise the contact details in the handbook to contact the most appropriate person.
- For urgent matters, on the day of training, a competitive squad member, the parent/carer may contact the coach, using coaches@warringtongymnastics.co.uk up to an hour prior to the scheduled training times.

- Inform the club if absence is greater than three sessions for children attending once a week and on the day of absence for competitive members.
- If a child is absent from their session, the parent / carer should contact the coach with the reason for absence.
- Parents /carers should refrain from contacting coaches on their non-working days. Coaches will communicate the appropriate times and days for each group/coach.
- Raising any issues or concerns they may have with their child’s coach or the club Welfare Officers.

External Communication

Parents/carers will be contacted through the following methods:

- Letters home
- Emails (via info@warringtongymnastics.co.uk, welfare@warringtongymnastics.co.uk, kim@warringtongymnastics.co.uk or coaches@warringtongymnastics.co.uk)
- Automated electronic communication from EZ Facility
- WGC Website
- Closed group ‘Facebook’ pages
- WGC Twitter page
- WGC Facebook page
- WGC Instagram page
- Parent/carers meetings where applicable
- Annual WGC Awards Evening
- Annual Christmas display and other events
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Coach-home communication (squad gymnasts)

- Twice yearly, coaches report to parents/carers in relation to their child’s progress and pathway.
- Coaches may request additional meetings with parents/carers if needs arise. This will be at a mutually convenient time.
- A meeting will be held by the **Head Coach** for parents/carers where a concern is escalated.
- Parents may request a meeting with their child’s coach should they feel this is required. A request should be emailed to coaches@warringtongymnastics.co.uk stating the intended topic of discussion. If deemed appropriate coaches will address the issue via email or telephone to reduce the impact on training time.

Warrington Gymnastics Website and Social Media Outlets (Facebook / Twitter / Instagram)

The WGC website will be utilised to communicate information regarding the following:

- Club Core Values

- WGC Team
- WGC's key policies and processes
- Discipline specific information
- Welfare
- Additional event information such as parties, holiday clubs, taster sessions
- Fundraising and kit information
- Celebrate successes

Parents/carers should regularly check the website and social media outlets for updates and information.

Parents/carers should ensure any postings or social media activity to WGC social media should be appropriate and courteous. Any direct concerns or criticisms should be raised directly with the club and / or Welfare Officers and not posted on the club's social media.

Closed Facebook Pages

- Groups and coaches have closed Facebook pages on which are used to share information, updates and videos of gymnasts.
- Coaches should ensure a balanced sharing of videos for all gymnasts within the group.
- Closed Facebook pages are monitored by the relevant Senior Staff and/or Welfare to ensure appropriate and equitability of usage.
- Parents/carers should ensure any postings are positive and courteous concerns or criticisms should be raised directly with the club and/or Welfare Officers and not posted on the Facebook pages.

Emergency Communication

- All parents/carers will ensure that WGC has their latest contact details (on EZ Facility), including the address, telephone number and email address, so that they can be contacted in the event of an emergency.
- If a gymnast is seriously ill or injured, WGC will attempt to contact the gymnast's parents/carers via **telephone**.
- Where an incident affects the whole club community, such as power failure or snow, the club will send all parents/carers an **email**.
- If WGC is closed for more than one day due to adverse weather or similar problem, an update will be posted on social media outlets at least **once** a day and relevant email communication will be sent to parents/cares.

Welfare Officers

- Welfare Officers are available via email at welfare@warringtongymnastics.co.uk or can be reached by phone 01925230090 or 07748945926
- Responses to emails will be made within 48 hours with a minimum of an acknowledgement and a full response within 72 hours, due to the importance of welfare matters.
- Welfare Officers will be regularly present within the gym to provide a visible presence and 'face'
- Any concerns or disclosures are treated with confidentiality and the information is only shared as appropriate on a case by case basis to resolve any issues.
- Any records or written notes are kept securely.
- Parents/carers, gymnasts and staff/volunteers can contact the Welfare Officers regarding any welfare concerns. These will be investigated in a prompt and timely manner.
- Regular opportunities to interact with the Welfare Officer will be facilitated with squad gymnasts so they are aware of Welfare Officer and their role to reduce any concerns in communicating with them.

Monitoring & Review

This policy will be reviewed annually by the Management Committee.