



Hart Gymnastics Club

A Club for Everyone

Club

Policies



Hart Gymnastics Club

A Club for Everyone

CODE OF CONDUCT

For Participants

We are fully committed to safeguarding and promoting the well-being of all our members. The club believes it is important that members, coaches, administrators, and parents associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be always open and share any concerns or complaints that they may have about any aspect of the club with Gemma Hemingway (Club Manager & Welfare Officer) or Ellie Head (Director of Coaches)

As a member of Hart Gymnastics Club, you are expected to abide by the following club rules:

- All members must participate within the rules and respect coaches, judges and their decisions
- All members must respect opponents and fellow club members
- Members should keep to agreed timings for training and competitions or **inform their coach, if they are going to be late**
- Members must wear suitable attire for training and events as agreed with the coach. Keep all long hair tied back. Remove all body jewelry
- Members must pay any fees for training or events promptly
- Members must not smoke, consume alcohol or take drugs of any kind whilst representing the club at competitions or other events
- Members should treat all equipment with respect
- Members must inform the head coach of **any injuries or illness they may have before the warm-up begins**
- Members should not eat or chew gum during a session
- Members must not use bad language
- Members should remain with coaches at the end of a session until collected by their parent or guardian
- **Must attend all training sessions and extra training sessions when required**



Hart Gymnastics Club

A Club for Everyone

CODE OF CONDUCT

For Parents / Guardians

- Encourage your child to learn the rules and participate within them
- Discourage challenging / arguing with officials
- Publicly accept officials' judgments
- Help your child to recognize good performance, not just results
- Set a good example by recognizing good sportsmanship and applauding the good performances of all
- **Never force your child to take part in sport**
- Always ensure your child is dressed appropriately for the activity and has plenty to drink
- **Keep the club informed if your child is ill or unable to attend sessions**
- Share any concerns or complaints about any aspect of the club through the approved channels
- **Endeavour to establish good communications with the club, coaches and officials for the benefit of all**
- Always use correct and proper language.
- Never punish or belittle a child for poor performance or making mistakes
- **Always collect your child promptly at the end of a session**
- Support your child's involvement and help them to enjoy their sport
- **Please make sure your child attends all training sessions every week, and extra organised training sessions unless other arrangements have been sought after through the head coach.**
- Always pay a fee for training and/ or events promptly. Please note no refunds will be given of fees once month has started.
- **Ensure that unless there is an unavoidable circumstance your child attends all competitions to which they are invited too.**
- You agree to help and assist at club events to help grow and sustain the club
- **The clubs reserve the right to withdraw a gymnast from any competition or event. Without refund of competition fee if the fees have already been paid to another organisation.**



Hart Gymnastics Club

A Club for Everyone

CODE OF CONDUCT

For Club Coaches, Officials and Volunteers

The essence of good ethical conduct and practice is summarized below. All Club Coaches, Officials and Volunteers must: -

- Consider the well-being and safety of participants before the development of performance
- Develop an appropriate working relationship with performers based on mutual trust and respect
- Hold the appropriate, valid qualifications and insurance cover
- Make sure all activities are appropriate to the age, ability and experience of those taking part and ensure all participants are suitably prepared physically and mentally when learning new skills
- Display consistently high standards of behavior and appearance, dressing suitably and not using inappropriate language at any time whilst involved with club activities
- Never consume alcohol immediately before or during training or events
- Obtain prior agreement from the parent/guardian of performers before transporting them anywhere (training/competitions)
- Never have performers stay overnight at your home
- Never exert undue influence over performers to obtain personal benefit or reward
- Always report any incidents, referrals or disclosures immediately, following the appropriate guidelines set out in the British Gymnastics Safeguarding and Protecting Children Policy.
- Never condone rule violations or use of prohibited substances
- Make sure that confidential information is not divulged unless with the express approval of the individual concerned
- Promote the positive aspects of the sport (e.g. fair play)
- Encourage performers to value their performances and not just results
- Follow all guidelines laid down by BG and Hart Gymnastics Club



Hart Gymnastics Club

A Club for Everyone

British Gymnastics Membership/ Insurance

It is essential that all gymnasts have British gymnastics membership while training and at competitions. The club will send you information and a reminder when your Child's membership fees are due for renewal (each year normally in September/October). If your child has transferred from another club, please inform BG membership and allocate Hart as the main club.

**IT IS THE PARENT'S RESPONSIBILITY TO REGISTER WITH BG.
WE CAN NOT ALLOW A GYMNAST TO TRAIN WITHOUT BG
MEMBERSHIP/ INSURANCE.**

Contact Details

Hart Gymnastics Club

Administrator Email Address: info@hartgymnastics.org.uk

Coach email address: coach@hartgymnastics.org.uk

Website: <https://www.hartgymnastics.org.uk/>

Main Facebook page: <https://www.facebook.com/hartgymnastics>

Squad- Parent Facebook page:

<https://www.facebook.com/groups/297265783954471>



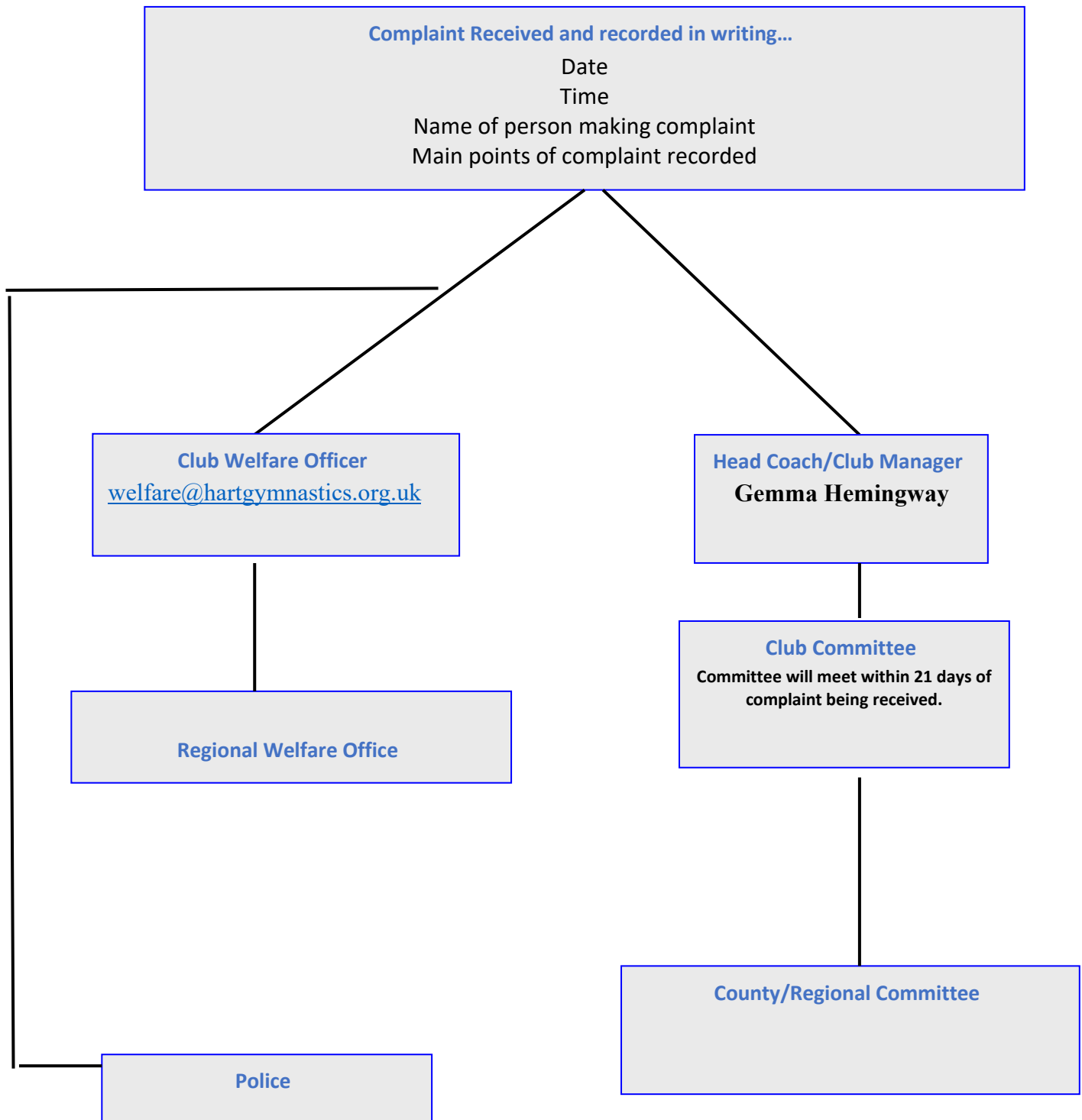
Hart Gymnastics Club

A Club for Everyone

Complaints and Grievance Procedure

All complaints should be addressed to the coaches/club welfare office in the first instance.

The diagram below shows the Club's procedure for dealing with complaints. The complaint will go through each stage of the procedure stopping when a resolution is reached. General Complaints follow the procedure shown on the right. Welfare Complaints follow the procedure on the left. Welfare complaints in which a child is considered to be in immediate danger will be referred directly to the police.





Hart Gymnastics Club

A Club for Everyone

Complaints and Grievance Procedure

As a club affiliated to British Gymnastics, the club is bound by the BG Procedures for complaints, disciplinary issues and Membership suspensions and expulsions.

The club places the welfare and safety of its members as the highest priority.

Hart Gymnastics Club has a designated Health, Welfare and Safety Officer to whom. All complaints, grievances and suspicions of poor practice should be addressed. Matters will be dealt with confidentially and only those who need to know will be informed.

The British Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be suitably addressed at club level, the British Gymnastics procedures will be implemented.

Welfare officers: Gemma Hemingway
Sara Sanderson
Ella Waldron

A copy of the British Gymnastics Complaints Procedure and the Policy for Safeguarding and Protecting Children and Vulnerable Adults is available from the Club Secretary or copies can be obtained from British Gymnastics.

Gemma Hemingway

Club Manager
Hart Gymnastics Club



Hart Gymnastics Club

A Club for Everyone

Complaints Procedure

Hart Gymnastics Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Usually it should be possible to resolve any problems as soon as they occur. If not, then the parent/carer should follow the formal complaints procedure set out below. Under normal circumstances the Club Coach in charge of the session will be responsible for managing complaints.

Stage One

- If a parent/carer has a complaint about some aspect of the club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Club Coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments on its services regardless of whether they are positive or negative. Please try to make any complaints at an appropriate time (i.e. end of session/change over times).
- If a satisfactory resolution cannot be found, then stage two of the procedure will come into operation.

Stage Two

- If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint, in writing, to the Head Coach. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Head Coach will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Head Coach will advise the parent/carers of the reasons. The Head Coach will keep you up to date with what is happening and will give a full reply.
- If you are not satisfied with the outcome you can ask the Head Coach to refer the matter to the Club Management Committee (CMC).

Stage Three

The Head Coach will refer the complaint and response to the CMC. The CMC will investigate the complaint together with the response at a specially convened meeting.

- The CMC will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the CMC will advise the parent/carers of the reasons. The CMC will keep you up to date with what is happening and will give a full reply.
- The response will be copied to the staff members concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.
- The Chair of the CMC will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.

Contacts

Please email info@hartgymnastics.org.uk if you require contact information for the above people.



Hart Gymnastics Club

A Club for Everyone

General Points

- Gymnastics and trampolining activities have an inherent risk of injury and although the club will endeavor to minimize risk, accidents may still happen. It is incumbent on all members to always abide by the safety rules and codes of conduct. The participant/parent are required to ensure that the member is physically fit and healthy to participate and will adhere to the safety rules and codes of conduct. Failure to abide by our rules may result in membership and classes being refused.
- The club may wish to take still photos of gymnasts and action shots from video footage to publicise the club and the gymnasts' achievements in local press and on the club's website/ social media avenues (Facebook & Instagram) . If you do not wish for photos to be used, please ensure you email to inform us and remind us on photo weeks. If we do not receive an email relating to this we will assume you agree to the above.
- Squad Gymnastics no refund will be given once the month has started. If you wish to no longer attend the club you are expected to give one month written notice. Please email to info@hartgymnastics.org.uk
- Recreational classes; no refund will be given once the termly course has started. If you wish to no longer attend the club, please let us know so that we can offer your space to our waiting list and remove you from our mailing list.



Hart Gymnastics Club

A Club for Everyone

WhatsApp Phone Policy

Our WhatsApp group is designated exclusively for the distribution of information to members.

Contact Protocol:

- Members are strictly prohibited from contacting any staff member through phone unless prior communication has been established and permission granted.
- Non-compliance with this policy will result in immediate removal from the club.

Inquiries and Support:

- For any questions or concerns, please reach out to us via email or through our official Facebook group.

Parking Policy for Parents & Guardians

To ensure the safety of all children and facilitate smooth class changeovers, we require all parents and guardians to park in the **main car park on the right** when dropping off or picking up their children.

This policy is in place to:

- Prioritize the safety of all children entering and exiting the premises.
- Reduce congestion and improve traffic flow during busy periods.
- Allow for an efficient and organized transition between classes.

We appreciate your cooperation in adhering to this policy. Thank you for helping us maintain a safe and efficient environment for everyone.