



Gymnastics In Ipswich Policies



Communication Policy for coaches and parents/ guardians/ carers

Introduction

Gymnastics In Ipswich understands that in this modern age of social media people can contact others instantly. We have developed this Policy to address a number of concerns regarding communication between coaches and parents/ guardians/ carers.

Purpose

The purpose of this Policy is to set out clear guidelines and procedures for communication between coaches and parents/ guardians/ carers. This is to standardise procedure across all departments and ensure the correct channel is used depending upon the nature of the matter.

Scope

Coaches will send all important information to parents/ guardians/ carers by email using a designated Pipers Vale email address (name@pipersvale.co.uk).

Coaches should not contact parents/ guardians/ carers on their own personal email address or through personal social media accounts.

Parents/ guardians/ carers can also use the designated Club contact email address to raise any non-emergency related enquiries or comments (clubcontact@pipersvale.co.uk).

All important information will be sent by email including:

- Holiday training times;
- Competition entry information;
- Competition programmes, etc.

If a group coach wishes to set up a WhatsApp group for their group parents/guardians/carers then this should not be seen as an official communication channel and should only be used to send training videos or provide generic information to the whole group.

Coaches will not respond to emails immediately but will do so at a convenient time based on their personal circumstances.

Which email address to use:

The nature of your enquiry will dictate which email address should be used. The following gives a guide:

To the coach (name@pipersvale.co.uk)

- I have a question on training or hours relating to my child
- I have a question regarding gymnastics pathway
- My child is not happy
- I am not happy

To the Club (clubcontact@pipersvale.co.uk), reception will pass this on to the appropriate staff member.

- I am not happy, and my child's coach cannot help
- I have a complaint regarding my child's coach
- I need to speak to someone regarding my fees
- I need to speak to someone about a change of circumstance
- I would like to speak with a manager
- Can I arrange to have a meeting.

To the Welfare Officer (welfare@pipersvale.co.uk)

- I have witnessed a concern
- I am the victim of a breach in safeguarding
- I would like to report a situation that may affect my child

In an emergency, please telephone the Centre on 01473 433676 or report it to the reception desk for items as follows:

- I have cause for concern about the **immediate** health and well-being of a child or adult
- **Urgent and current** abuse should be telephoned or reported to reception desk asking for a Welfare Officer.

	Date of Review	Action
Date Established	February 2022	Established
Date of Revision	November 2023	Reviewed
Date of Revision	November 2024	Reviewed