



Dronfield Gymnastics Academy

Handbook

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Accessibility Policy

We are committed to making a visit to Dronfield Gymnastics Academy (DGA) an enjoyable experience for everyone.

Car Parking

Currently there are no specifically marked accessible parking bays at DGA however all allocated parking is close to the building (within 25m). We would be happy to reserve a car parking space for anyone who requires accessible access, upon request, or alternatively drop off/pick up directly from the main entrance can also be arranged. During events the main car park is solely allocated for blue badge holders only.

Venue descriptions

DGA has two floors. On the ground floor is the main gym, two changing room facilities, three toilets and a staff room. On the first floor are two viewing galleries, a cafe and the club office.

Lift and wheelchair access

The whole of the ground floor is accessible for wheelchair users. There are standard doors throughout which a member of staff will be happy to hold open for you (no automatic doors). The main entrance has a slight threshold (<10cm). There are a series of approximately 12 stairs leading to the first floor (no lift) with a handrail to the left leading up the stairs.

For anyone who is unable to safely access the first floor we are happy to bring the first floor facilities to you. Our staff can arrange a safe place for you to sit in the gym in order to view lessons and we can bring the cafe menu and any orders directly to you. During events all seating is located on the ground floor.

Toilets

DGA have x3 toilets all situated on ground level. All toilets have non-slip flooring.

Alternative Information Formats

We would be more than happy to produce alternative formats of information on request.

Assistance Dogs

Registered guide dogs are welcome at DGA. We ask that they remain with their owner at all times.

Anti-Bullying Policy

Statement of Intent

Dronfield Gymnastics Academy is committed to providing a caring, friendly and safe environment for all of our members. Bullying of any kind is unacceptable at our club. We believe it is important that participants, coaches, parents and visitors should, at all times, show respect and understanding for the welfare of others. Our anti-bullying policy has been designed with our entire team in mind. We recognise that an abuser may be from different groups within our organisation and that bullying can take different forms. If bullying does occur, members should be able to tell and know that incidents will be dealt with effectively. We are a transparent club. This means that anyone who knows that bullying is happening is expected to tell a member of staff or the club welfare officer.

What is bullying?

Bullying can be:

- Emotional: being unfriendly, excluding or tormenting
- Verbal: name calling, sarcasm, spreading rumors or teasing
- Physical: any use of violence
- Racist: racial taunts, graffiti or gestures

- Sexual: unwanted physical contact or abusive/inappropriate comments
- Cyber: all areas of internet, such as email and chat room misuse, mobile threats by text messaging or calls

Why is it Important to Respond to Bullying?

Nobody deserves to be a victim of bullying; everybody has the right to be treated with respect. As a club we take bullying seriously.

Objectives of this Policy:

- All officials, coaching and non-coaching staff, volunteers, committee members, children and parents should have an understanding of what bullying is
- All officials, coaching and non-coaching staff, volunteers and committee members should know what the club policy is on bullying and follow it when bullying is reported.
- All children and parents should know what the club policy is on bullying, and what they should do if bullying arises.
- Bullying will not be tolerated.

Procedures:

1. Report bullying incidents to the Club Welfare Officer(s).
2. Where the alleged bully is a child (children), if applicable, parents should be informed and will be asked to come to a meeting to discuss the problem.
3. The bullying behaviour or threats of bullying must be investigated and stopped.
4. An attempt will be made to help the bully (bullies) change their behaviour through discussion about bullying.
5. Bullies may be asked to sign a behaviour contract.
6. If bullying continues the bully will be asked to leave the Club.

Cancellation Policies

Member Classes

In the event that you wish to cancel your membership with DGA we will require a minimum of two weeks' notice, in writing, prior to the first of the month. Failure to do so may incur further costs to your final account. Once your membership has been cancelled you will lose your place in your current class and if you wish to re-join you will need to join the general waiting list and wait for an appropriate place to become available.

Ad-hoc Classes/Events

This includes bookings for our adult classes, open gym sessions, half term camps, private lessons and any other classes/events which require pre booking. In the event that DGA need to change/cancel your booking, you will have the option to receive a full refund. If you need to change/cancel your booking within 24hrs of the start of the class/event you will forfeit the full cost of the class/event and this cannot be moved to an alternate day/time. If you need to change/cancel your booking within 7days of the start of the class/event you will have the option to move your booking to an alternate day/time, if available. If you need to change/cancel your booking more than 7days prior to the start of the class/event you will have the option to either move your booking to an alternate day/time or receive a full refund.

External Bookings (including parties)

In the event that DGA need to change/cancel your booking, you will have the option to receive a full refund. If you need to change/cancel your booking within 24hrs of the start of your booking you will forfeit the full cost of hire and this cannot be moved to an alternate day/time. If you need to cancel your booking within 7days of the start of your booking you will have the option to move your booking to an alternate day/time if available. If you need to change/cancel your booking more than 7days prior to the start of your booking you will have the option to either move your booking to an alternate day/time or receive a full refund.

Child protection policy

DGA strive to ensure that children and vulnerable adults are protected and safe from harm whilst participating in gymnastics. We endeavour to promote the highest standards of care for participants and willingly accept responsibility for:

- A duty of care for all children and vulnerable adults whilst they are on the premises
- Specifically appointing and training a member of staff for the role of 'Children and Vulnerable Adults Protection and Welfare Officer'. This person is available as a confidential and accessible route for people to voice their concerns or allegations regarding issues of protection and welfare.
- Dealing with issues of protection and welfare sensitively, swiftly and in confidence.
- Enforcing a code of conduct for all members, backed up by a disciplinary policy.
- Operating a strict coaches code of conduct and employee disciplinary procedure.
- Carefully recruiting coaches and ensuring that they hold both valid training qualifications and certification from the criminal records bureau indicating their suitability to work with children and vulnerable adults.
- Promoting the on-going training and development of coaches both through the British Gymnastics coaching schemes and in child protection training.

- Ensuring that situations do not arise where a child is alone and unobserved with a coach/adult either on the premises or during travel to an event. At all times on site children will work in groups or with other coaches and children in the gym. On off site visits where it is necessary for children to travel with a coach, where possible more than one adult will attend the trip and/or a group of gymnasts and where this is not possible the children will not travel unless the explicit permission of the parents/guardians.

Communication Policy

What is the best way to contact DGA?

You can speak to your child's coach directly at the end of a class for feedback on their behaviour, progress etc... with consideration to the subsequent classes that they teach. For all other enquiries please email dronfieldgymnasticsacademy@hotmail.co.uk and we will get back to you within 5 working days. If you have a serious concern please contact our dedicated team of club welfare officers at dgawelfare@hotmail.com.

How will DGA contact me?

If we do not speak to you face to face we will always contact you via email. Make sure that your email address is up to date on our system and always check your junk box to make sure you don't miss any vital information we send out.

Equality Policy

DGA is committed to exemplary standards of conduct through the principles of equality and good ethical and moral frameworks. The club encourages individuals from all communities to become involved in all levels of participation, coaching, officiating and management. The club will ensure that all coaches, staff members, committee members and club members adhere to the following equality principles.

- All persons must respect the rights, dignity and worth of every human being.
- All individuals must be treated fairly and equally regardless of gender, age, ethnic origin, religion or political persuasion or disability.
- Equality must permeate throughout strategic and development plans.
- An equal professional service will be provided for all participants and discrimination through race, gender or disability will not be tolerated.
- Sexual and racial harassment and discrimination is prohibited.

The equality policy will be enforced through the discipline procedures that are also in place to enforce the club's code of conduct.

Health and safety policy

DGA is committed to ensuring the health, safety and welfare of its employees, volunteers, members and any other persons e.g. visitors, contractors, who enter the club's premises.

The overall responsibility for health and safety rests with Clare Hague. Clare Hague is responsible for managing the health and safety policy.

This statement of our health and safety policy sets out our main aims and objectives in this area and outlines the ways in which we go about fulfilling these aims and objectives. Our policy has been drawn up in the light of British Gymnastics (BG) guidance, statutory health and safety requirements and the common law duty of care.

Our agreed aims and objectives are as follows:

- To manage the risks associated with our activities so that accidents and work related ill health can be avoided.
- To ensure that all equipment and apparatus that we use is fit for purpose, regularly inspected and properly maintained.

- To ensure that the storage that we use for equipment and apparatus, and that used for any hazardous substances, is well maintained and that items are stored safely.
- To provide all our staff and volunteers with the induction, supervision, instruction and training, necessary for the proper performance of their duties.
- To conduct consultations with our staff and volunteers on all matters which affect their health and safety.
- To provide a safe working environment for our employees, volunteers and members.
- To fulfil the health and safety responsibilities that we may have for other persons visiting or working on our premises.

To fulfil these aims we have taken the following actions:

- We have introduced a health and safety management structure which identifies an individual member of staff responsible for managing each main area of our health and safety policy.
- We have conducted risk assessments on all of our facilities, equipment and procedures and these assessments are regularly reviewed.
- Additional risk assessments are conducted to cover particular groups such as young people, new and expectant mothers and disabled people.
- We have implemented the actions arising from risk assessments and communicated the results to our staff and volunteers.

- We have included in the induction programme for new members of staff and volunteers, an introduction to health and safety matters and responsibilities, and we arrange for additional training and up to dating to be provided wherever necessary.
- We conduct regular inspections of all equipment and apparatus, and our storage facilities, and take prompt action to remedy any deficiencies.
- We have introduced robust reporting procedures.
- We have produced plans for dealing with emergencies such as emergency evacuation of our premises and have introduced appropriate procedures which are subject to regular testing.
- We conduct regular inspections to ensure that all the main routes into and out of our premises are kept clear and properly maintained and that all health and safety equipment is in proper working order.
- We communicate regularly with the owners of the premises to ensure that each side's responsibility for health and safety matters is properly understood and managed.
- We review our health and safety policy at least once a year with additional reviews following any changes in our operating methods, changes in our organisational structure, and the issue of new BG guidance.
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Late Collection Policy

- Gymnasts must be collected from Dronfield Gymnastics Academy and must wait in the changing rooms until collected.
- Parents/carers are expected to collect their child or arrange collection of their child from the gym at the end of each session. Children will not be allowed to leave without a responsible adult.
- If the person due to collect the child is more than 15minutes late the head coach will be informed and parents/guardians will be contacted using nominated contact numbers and/or emergency contact numbers. If the club cannot make contact with anyone the club welfare officer will be notified and they will contact Derbyshire Council's children's services or out of hours team and the club will act on their advice.
- Incidents of late collection will be recorded and if a pattern of late collection emerges a meeting will be called with a club welfare officer and charges may be implied to cover extra coaching time.
- Following a formal meeting, if late collection continues the child may be asked to leave the club.

Privacy Policy

Dronfield Gymnastics Academy is a community interest company who provide gymnastics activities. We are registered with the Yorkshire Gymnastics Association and British Gymnastics who govern the sport and offer events and competitions in which we may participate.

Your privacy is extremely important to us and we are fully committed to providing you with clear and transparent information about how we use your personal information. We value the trust you give us when sharing your personal information and we will ensure robust measures are in place to keep your information secure and we will only use it for the purposes outlined in this notice.

As a member of Dronfield Gymnastics Academy there will be a requirement for you to register your personal details with a number of third party organisations such as Pay Subs Online, Go Cardless, Yorkshire Gymnastics and British Gymnastics. These third party providers will have their own privacy policies which we encourage you to be familiar with.

Reasons why we collect and use your personal information

Contractual purposes - When you ask us to provide you with a service such as club membership (or registration), gymnastics classes (or tuition), competitions, trips, events or other activities or when you buy a product from us we usually need to use information about you to provide this product or service. For example, your age to ensure you are offered the correct class, your contact details to contact you in case of rearrangements or in an emergency etc...We do so because it is necessary for the performance of a contract.

Legal obligations - We have a duty of care to ensure that it is safe for you or your child to take part in gymnastics activity and to keep you/them safe whilst participating. Some individuals may be at risk of harm from participating in gymnastics activity as a result of a pre-existing medical condition. It is vital that you let us know if there is any reason why taking part in gymnastics activity may be unsafe for you or your child prior to participation. With your agreement, we will review any information you provide and undertake risk assessments in consultation with yourself and any appropriate trained professionals if necessary in order to try and support inclusion. When we ask participants to provide relevant health information such as details of medical conditions, medication needs, allergies or injuries, this is because we have a legal obligation. If you are offered a role within the club, we will usually obtain a reference from an appropriate organisation or individual that you have nominated and you may be asked to complete a criminal record check as we have a legal obligation to do so.

Legitimate interests - We rely on legitimate interests for the following purposes:

- * Sending information by email about club alterations or events

- * Responding to any comments, questions or complaints
- * Seeking feedback about our services
- * Holding emergency contact information
- * Maintaining attendance registers, achievement records and waiting lists
- * Monitoring and recording the performance of our elite athletes
- * Entering into competitions and providing results
- * Filming and photography for coaching and promotional purposes
- * To deal with misconduct and safeguarding concerns
- * Gathering demographics (such as addresses and school attending) in order to tailor our services accordingly
- * To promote club news, activities and results through our website and social media

Your rights and consent

You have important rights under data protection law. In summary these include :

To be informed about how your information is processed

To access any personal data held about you

To have your data rectified if it is inaccurate

To have your data deleted (except if there is a valid lawful reason to retain it)

To have your information restricted or blocked from processing

To object to direct marketing and any processing based on legitimate interests

You have the right to object to any of the above uses of your information by contacting us. Please note that in some cases, this may affect our ability to carry out the things we need to do for you to take part in gymnastics.

Keeping your personal information safe and secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine reason to need to know or use it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. If you leave the club, the information you have provided will be deleted, except where there is a legitimate and lawful reason to continue to hold your data. Competition results, photos and videos may remain on our social media platforms and website unless it is specifically asked to be removed.

Sharing your personal information

Except for the sharing of information that we have outlined above, we will not share your information with any other organisations unless we have your consent to do so, to comply with a legal obligation or in exceptional/emergency circumstances where we believe that the sharing of information about you is vital to protect the gymnast or another person including safeguarding a child or another individual who is at risk. Any information that is shared will be strictly limited to what is required to ensure those at risk are protected from harm and will be carried out in accordance with the law and relevant government guidance.

Viewing Policy

We have a dedicated viewing gallery for parents/guardians to watch classes from upstairs should they wish or children can be dropped off and collected at the end of their class. Parents/guardians are not permitted to enter the gym itself except for Preschool classes where parents are actively encouraged to get involved with classes.

If you are staying to watch your child participate in their class please adhere to the following rules:

- No photography/video recording ZERO TOLERANCE

If you are found to be taking photos or videos you will be asked to delete them and given a verbal warning. On the second instance you will be asked to delete them and leave the building. On the third instance you will be asked to delete them and barred from the club.

- Do not distract participants

If you are thought to be distracting participants you will be given a verbal warning. On the second instance you will be asked to leave the building. On the third instance you will be barred from the club.

- Please help us to keep our viewing café and viewing area clean and tidy
- You could volunteer to wipe the tables down, Hoover up, wash the cups or restock the tea and coffee stand.

Code of Conduct – **Coaches**

Purpose of our Codes of Conduct

Our code of conducts reflect the British Gymnastics' standards of behaviour for gymnasts, coaches, parents and visitors and also incorporates the views of its members. They act to provide a clear framework within which anyone involved in the club are expected to conduct themselves.

Protecting the rights of the gymnast

Coaches must respect and champion the rights of every individual to participate in gymnastics. This includes:

- Providing an environment in which children are free from fear or harassment
- Recognising the rights of performers to be treated as individuals
- Encouraging performers to confer with other coaches if the need arises, and encouraging them to move on as their ability increases, even if this means moving to a new coach
- Promoting the concept of a well balanced lifestyle for performers both within and outside of gymnastics.

The relationship with the gymnast

Coaches must develop a relationship with the gymnasts in their care based on openness, honesty, mutual trust, and respect. This includes:

- Always being publicly open when working with gymnasts. Coaches should avoid working alone and unobserved with an individual
- Taking care when providing manual support, only BG advised techniques for spotting and handling should be used
- If a group of gymnasts need to be supervised in the changing rooms coaches should supervise in pairs
- Coaches should never take a gymnast home with them, or to any other secluded place
- Similarly, coaches should avoid transporting gymnasts or, where the need arises, explicit permission from the parent/guardian should be sought and the coach should try to take more than one child, and where possible another adult
- Never engaging in rough or sexually provocative games
- Never making suggestive remarks to a member – even in fun
- Doing things of a personal nature for a child that they can do for themselves including assisting them in changing rooms or toilets
- Sharing a bedroom with an individual gymnast on overnight excursions – in this instance coaches should supervise in pairs where possible supervising groups of children
- The coach should at all times be concerned for the safety, well-being, protection and future of the gymnast.

- Discouraging gymnasts from following coaches on social media (and visa versa).

Responsibilities – Personal standards

Coaches must demonstrate proper personal behaviour and conduct at all times. This include:

- Whilst representing the club, coaches should wear club uniform and be of a clean and tidy appearance
- Coaches should maintain good time keeping

Responsibilities – Professional standards

To maximise benefits and minimise the risks to athletes, coaches must attain a high level of competence through qualifications and a commitment to ongoing training that ensures safe and correct practice. This includes:

- Coaches must not misrepresent their qualifications, affiliations or professional competence to the club, club members, or any form of the media
- Coaches have a professional obligation to the gymnasts to treat all allegations or suspicions of abuse seriously and with the utmost discretion. The first point of contact for any matters relating to this is the club child protection and welfare officer. Alternatively, coaches should raise their concerns with their mentor or head coach

- Coaches should not publicly criticise fellow coaches or other clubs in any branch of the media or to club members or parents
- Any conflict between coaches should take place in private, not in front of members. Any disagreements that cannot be satisfactorily resolved through discussion and compromise should be reported to the head coach at the first available opportunity
- All matters concerning the business of the gym club should be kept confidential at all times
- Coaches must not divulge any confidential information relating to a gymnast, member, or fellow coach to any third party without the explicit permission of that person or their parent/guardian
- Coaches have an obligation to declare to the gymnastic club any other current coaching commitments. Coaches who become aware of any conflict affecting their obligation to the club must bring the situation to the attention of the club manager immediately
- All coaches have a professional duty of care that includes a responsibility to ensure all equipment is safe to use, suitable for the purpose of the exercise and appropriate for the ability level of the gymnasts participating
- The duty of care extends to include an obligation to record any health and safety issues in the health and safety book, and bring them to the attention of the health and safety officer immediately
- Coaches must discourage unsafe and inappropriate behaviour at all times, and are obliged to follow guidelines in the disciplinary policy when dealing with any incidents
- If a coach enlists the help of an unqualified person during their session the coach has full responsibility for that person's actions during the session

- For the comfort and safety of all coaches using the gym, equipment should be stored safely and in the appropriate places after every session.
- Coaches should communicate with parents via the clubs recognised avenues.

Drugs, alcohol & criminal convictions

- The use or possession of drugs or alcohol, or being under the influence of drugs or alcohol while on the premises is strictly prohibited, and person breaking this rule will be dismissed
- All coaches are required to complete a DBS check prior to starting paid or voluntary work within the club. If during the course of their employment any coach is convicted of a criminal offence they are obliged to report this to the head coach immediately.

Code of conduct - **Gymnasts**

Purpose of our Codes of Conduct

Our code of conducts reflect the British Gymnastics' standards of behaviour for gymnasts, coaches, parents and visitors and also incorporates the views of its members. They act to provide a clear framework within which anyone involved in the club are expected to conduct themselves.

General Gymnast Code of Conduct

- Gymnasts should arrive on time for their class and be prepared to train. If they arrive more than 10minutes late they must ask permission to join the class.
- Gymnasts under the age of 18 should be dropped of and collected from the gym by a responsible adult and should never leave the gym unaccompanied.
- Failure to attend on a regular basis without good reason or notification may result in gymnasts losing their place. Should they wish to re-join they will be added to the waiting list.
- Gymnasts must wear the appropriate clothing. The dress code is leotards for girls and leotard and shorts for boys. Recreational participants may wear tight fitting shorts (not jeans) or leggings and a tshirt should they wish. Gymnasts should have bare feet or gym shoes only, no socks.

- Long hair must be tied back (boys and girls).
- DGA follow the BG guidance for the participation of members with body piercings. If the piercing can be removed it should be, if it cannot then it should be sufficiently covered to ensure it will not cause harm and the Head Coach should be informed in order to undertake a risk assessment.
- Gymnasts should bring a drink to ensure hydration, this must be in a sports bottle and kept in the changing rooms. No fizzy drinks or chewing gum is allowed in the gym.
- Gymnast should make sure that they have any relevant medical treatment on them in case a situation arises where they might need to use it. Coaches should be aware of this and the child and coach should know how to use it if appropriate (e.g. inhalers for asthma).
- Turn off mobile phones and do not use them in the gym.
- All members are expected to maintain a good standard of behaviour at all times. Disruptive or threatening behaviour of any kind including bullying is unacceptable and will not be tolerated.
- Avoid using bad language.
- Be polite and considerate to others and treat other peoples belongings with respect.
- Gymnasts should not climb upon or use any equipment unless instructed to do so by a coach. Gymnastics equipment and premises should be respected at all times.
- For their own safety gymnasts must listen carefully and follow the instruction of the coach at all times.
- Smoking, drinking alcohol or taking drugs is strictly prohibited.

Code of Conduct - Squad Gymnast (In addition to the above)

- Gymnasts on the squad programme must not attend another gymnastics club without prior approval of the club head coach.
- Gymnasts on the squad programme must consult the head coach before participating in any other gymnastics related activities (such as trampolining) in order to determine whether or not it will interfere with their training and development.
- It is not recommended that squad gymnasts participate in any other sport to a competitive level.
- Gymnasts need to come to training with the correct equipment (Handguards, gloves, loops, weights, training diary etc...)
- Squad gymnasts' training attendance will be monitored and gymnasts with under 80% attendance will have their squad place reviewed.

Code of Conduct – Parents

Purpose of our Codes of Conduct

Our code of conducts reflect the British Gymnastics' standards of behaviour for gymnasts, coaches, parents and visitors and also incorporate the views of its members. They act to provide a clear framework within which anyone involved in the club are expected to conduct themselves.

General Parent Code of Conduct

- Encourage your child to learn the codes of conduct and abide by them.
- Ensure your child knows who the club welfare officers are and how to contact them if they have a concern.
- Never force your child to take part in sport, support your child's involvement and help them to enjoy sport.
- Set a good example by recognising good sportsmanship and applauding the good performances of all.
- Be patient with your child's progress. Gymnasts progress according to their age, ability and stage of maturation. Parents should bear in mind that long term improvement is the ultimate goal.
- Please leave the coaching to the trained coaches. Parents should not pressure their children, offer coaching advice or undermine any goals set between the gymnast and coach. It is the coaches role to offer constructive advice relating to the gymnasts performance.

- Endeavour to make sure that your child arrives on time to all sessions and is collected on time at the end of each session.
- If your child is going to be late or absent inform the head coach.
- Ensure your child is dressed appropriately with their hair tied back and wearing no jewellery.
- Ensure your child has plenty to drink, especially in hot weather
- Always pay subscriptions promptly and respond to calls, texts, emails or letters quickly.
- Ensure your child has any necessary medication with them at all times and they and their coach knows how and when to use it.
- Ensure the club holds up to date personal information on your child.
- Inform your child's coach of any disability, injury or ailment which may affect their performance or safety in the gym or the safety of others.
- Reinforce with your child the high standards of behaviour expected from them and support the coaches in implementing this, including listening and following instructions.
- Use correct and appropriate language at all times and avoid any behaviour which could be interpreted as intimidating, this includes threatening, bullying, trying to gain an unfair advantage and public disparagement of the club and its members/coaches.
- If using social media and discussing gymnastics do so in a sensible and positive manner which reflects well upon yourselves, your child and the club.

- The use or possession of drugs, alcohol, or being under the influence of drugs or alcohol while on the premises is strictly prohibited and any persons breaking this rule will be asked to leave the club and the police called.
- Do your utmost to stay informed and up to date with club events by reading letters, emails and texts which are distributed, looking at the club noticeboard and checking the clubs website and social media pages regularly.
- No photography or video recording equipment (including photo and video imaging mobile phones) may be used by parents, carers or visitors during training sessions. On competition and gala days please fill in a request form and register with the event at reception if you wish to take photos and/or videos.
- Do not attempt to communicate with your child or another child during training sessions or competitions (including during breaks).

Squad Parent Code of Conduct (In addition to the above)

- Publicly accept officials judgements
- Discourage challenging officials' decisions
- Encourage your child to value performance and not just results.
- Help your child to develop good healthy eating habits, especially prior to training and competition and ensure that they have sufficient rest.
- Be supportive and a stabilising influence through the inevitable ups and downs of training and competition.

Code of Conduct – **Visitors**

Purpose of our Codes of Conduct

Our code of conducts reflect the British Gymnastics' standards of behaviour for gymnasts, parents, coaches and visitors and also incorporates the views of its members. They act to provide a clear framework within which anyone involved in the club are expected to conduct themselves.

Visitor Code of Conduct

- Visitors to the club are asked to arrive upon appointment only
- They must respect the club premises and equipment at all times
- They are not permitted to take photos or videos unless prior agreed with the head coach.
- They are not permitted to undertake any coaching duties unless suitably qualified and this has been prior agreed with the head coach.
- They must keep club, member and coach information confidential.

Complaints Procedure

Dronfield Gymnastics Academy aims to address all concerns raised by users of its services in a prompt and effective manner, with the intent that the complainant is satisfied with our response and that lessons learned are implemented to improve our club.

It is often the case that a service user will not want to make a formal complaint but wants their concerns acknowledged, and an apology made. This does not mean that the underlying cause is any less important than those that go further and the issue needs addressing and resolving if it has merit.

Logging all complaints is important to allow us to identify areas where there is scope to improve our services and where a particular trend emerges that, in isolation, may have gone unnoticed.

Remember, that unless there has been an incident of serious misconduct, Dronfield Gymnastics Academy fosters a culture of no blame and supports staff to learn from potential mistakes or errors in judgement.

This is how you can make a complaint and how you can expect us to deal with it:

1. All complaints should be made in writing and addressed to either the head coach or the club welfare officer(s) or both
2. We will acknowledge the complaint within 3 working days, agree an appropriate person to deal with the complaint (which may be a group of people) and let you know how long we expect it to take before we can provide you with a response.
3. We will gather all the required information and investigate the allegations, updating you if appropriate.
4. We will provide you with a final response in writing
5. Put any action points into practice

Disciplinary Procedure

This Policy has been written in line with British Gymnastics guidelines and in conjunction with the Yorkshire Regional Welfare Officer. This policy also takes into consideration advice from the NSPCC child protection in sport unit and their managing challenging behaviour guidelines. In line with these guidelines behaviour has to be of extreme origin before the discipline policy comes into effect.

Dronfield Gymnastics Academy operates a three stage disciplinary procedure in the event of breaches of its code's of conduct. In almost all cases, disciplinary action will be taken only when informal discussions have failed to resolve an issue.

1. Anyone whose behaviour breaches the relevant code of conduct will receive a verbal warning from the Head Coach. The parents (if necessary) and Welfare Officer(s) must be informed.
2. If the behaviour continues to be challenging then a written warning will be issued.
3. In extreme cases and where the written warning has no effect, the person will be suspended or expelled from the club at the discretion of the Head Coach and club Welfare officer. In the event of gross misconduct the person may face immediate suspension or exclusion.

Evacuation Procedure

On the activation of the alarm, all coaches should prepare to evacuate their group of gymnasts from the building. Each coach should take responsibility for the group of gymnasts they are working with. Each group should evacuate the building using the nearest fire exit and assemble in the car park. Parents and visitors should also be alerted to leave the building using their nearest exit and assemble along with the gymnasts and coaches. Parents should not remove their children from site until the coaches have carried out the appropriate checks which involve a nominated person checking all rooms in the building to ensure everyone has evacuated and using a register to confirm all gymnasts and coaches are present. Everyone should remain at the assembly point until the instruction to return to the building has been granted by the fire service or, in the case of a practice evacuation, the coach in charge of the drill.

