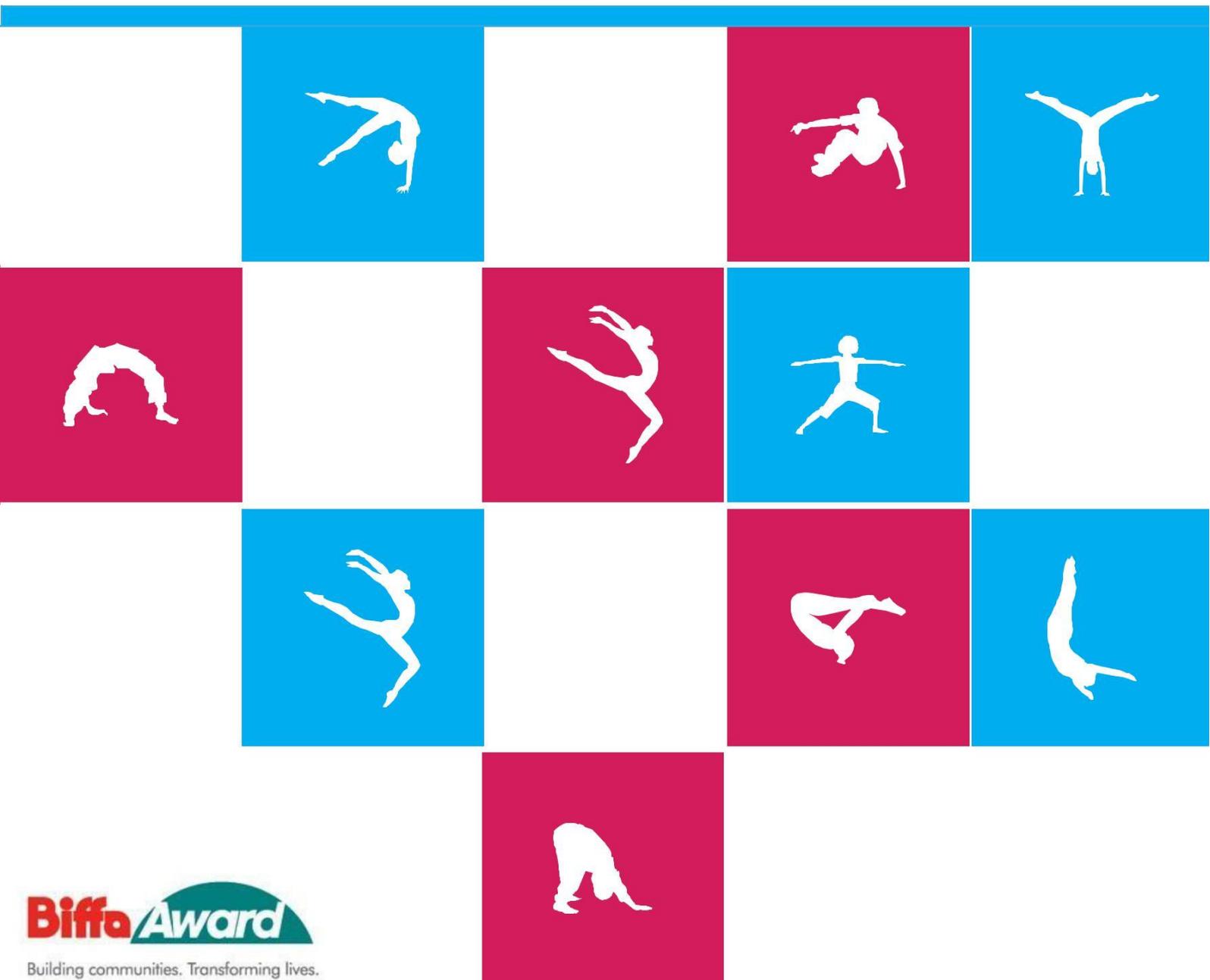


## Member Handbook





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## **MEMBER HANDBOOK**

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## Welcome to Aspire Gymnastics Club

### **About Us**

Whatever gymnastics discipline your child has chosen, we aim to do our very best to fulfil his or her potential.

Aspire Gymnastics Club was created due to the passion of each and every member of its Board for the sport of gymnastics. Most gymnastics Clubs in East Yorkshire historically trained in sports halls and schools and the lack of a dedicated facility meant that talented performers had to travel many miles to work on equipment fit for advanced skills. It took some three years from the first meetings of the Board to our Club opening. The opening was in 2014. It was a long road beset with difficulties but we now boast a venue for gymnastics which is everything The Board ever dreamed of. In 2014 two major gymnastics clubs merged to create the new "Aspire" Club. These were the former City of Hull Gymnastics Club who traditionally trained at The Woodford Centre, Holderness Road, Hull and South Holderness Gymnastics Club who trained at South Holderness Leisure Centre, Preston, Hull. Both of these Clubs were extremely successful in local Yorkshire East competitions and had successes in County competitions also. Now fully merged into Aspire Gymnastics Club the successes have continued and magnified making our future very bright.

Aspire Gymnastics Club is Gym-Mark accredited which means that it is recognised by British Gymnastics and their partners as a safe, effective and child friendly club. We have C.A.S.C. status which means we are a designated Community Amateur Sports Club.

### **Our intent:**

It is our intent to develop gymnastics in East Yorkshire and for our Club to become a County Facility. We aim for excellence in our sport. Aspire Gymnastics Club is a non-profit making organisation and your fees, after deduction of running costs, are reinvested in the Club for future development.

### **Commitment:**

The purposes of the Club are to promote and provide facilities for the amateur sport of gymnastics in Kingston upon Hull and the East Riding of Yorkshire and community participation in the same. With Commitment from all involved success will follow, of this there is no doubt. The Committee and Coaches are fully committed to providing excellent gymnastics training and Club organisation. Gymnasts also need to be committed to their training including good attendance and concentration. They also need to be committed to taking responsibility for the care of equipment and decoration and content of the facility. The facility has been created for the benefit of all. Each and every gymnast should treat the facility with only the greatest respect.

Committee members will take ownership and the responsibility for, the strategic development and governance of Aspire Gymnastics Club in their areas of expertise. In doing so, Committee members will act in an honest, professional and transparent manner, always putting the needs of the club first.



The coaches' responsibility is to provide a challenging gymnastics environment, through setting appropriate targets for gymnasts and by providing the best technical advice. In order to do this the coaches must take ownership of their coaching, continually working on developing their professional coaching skills. All of our coaches work as part of a team which gives them added strength.

Gymnasts need to trust their coaches to provide the most appropriate gymnastics programme and to give honest advice. In order to help them, the gymnasts have the opportunity to be able to be the best they can be. The gymnasts need to take ownership for their behaviour both in the way they train and the way they perform. This requires gymnasts to take responsibility for the way they live their lives in order to give 100% commitment in their gymnastics classes. For example, gymnasts demonstrate their commitment by arriving on time and not missing sessions. Gymnasts are responsible for the physical condition in which they arrive at the gym so that they can get the best possible improvements from the session. This would include eating a healthy diet and having sufficient sleep in order to recover fully for the next training session.

When gymnasts and coaches understand and undertake the values of ownership and responsibility, then a friendly, safe environment is created in which all our members can achieve personal success through higher levels of organisation and discipline.

We undertake to inform you if your child appears to be unhappy at gymnastics training. Our Sport is not for everyone when it comes to the competitive levels. It could be that a diversion into a different branch of the sport might make a child happier and more willing to perform to his/her best ability. We aim to offer a varied programme of gymnastics for all ages including opportunities to take part in events including gymnastic festivals. If you would like to find out more about other opportunities for your child to take part please ask for information at the Office.

#### **The Committee:**

<b>Chair:</b>	Jean Laws
<b>Vice Chair:</b>	Beverley Stevenson
<b>Secretary:</b>	Christine Blanshard
<b>Treasurer:</b>	Jean Laws
<b>Health and safety (<i>Buildings</i>)</b>	Alun McMillan
<b>Health and safety (<i>Equipment</i>)</b>	Simon Mearns
<b>Welfare Officers:</b>	Debbie Sage, Suzanne Enderby and Rebecca Hunter
<b>Volunteer coordinator:</b>	Natalie Laws
<b>Parent representatives:</b>	Rebecca Hunter and Sarah Ashton
<b>Contact coordinator for Schools:</b>	Beverley Stevenson
<b>British Gymnastics coordinator:</b>	Natalie Laws

#### **Our Coaches:**

All our coaches are DBS checked and trained in safeguarding and protecting children. All have the qualifications necessary to train the gymnasts allocated to them.



### **British Gymnastics Membership:**

All members of the Club must be members of British Gymnastics. There is also an annual Club fee. This Insurance and Club fee becomes payable after a child's second lesson at gymnastics. These fees are due again at the end of September every year. Dependent therefore upon which month in the year your child joins the Club, there may not be the expiration of one full year before payment is due again. There are, however, some reductions in the fees dependent upon the month of the year when they are paid. You will be informed of the fees due you're your child has joined the Club. Other than the first 'taster' session no child will be allowed to train without having paid the insurance premium and club subscription. The first lesson is always free.

### **Class information:**

#### **Do parents have to stay on site?**

Parents of gymnasts under the age of 8 years need to stay close to but not necessarily in the gym to be able to deal with any issues their child might have (*i.e. toileting, as this is not the responsibility of the coach*).

Two up to date telephone contact numbers are essential in respect of all gymnasts so that if there is a problem we can contact you immediately. The message here is to "make yourself available" in case you are needed.

#### **Viewing:**

Due to health and safety, we need to restrict any disruption to classes as much as possible. As such, parents are not normally allowed to stand in the gym. There is a parent's room upstairs where there are viewing screens. If a parent wishes to stand downstairs to view their child's gymnastics, this can be done on occasion with permission and guidance from one of the Welfare Officers or Parent Representatives.

#### **Toileting:**

Parents of gymnasts under 8's are reminded to check their child has been to the toilet before the class.

#### **Drinks:**

All gymnasts need to bring a drink to their gymnastics lesson. It is not for the coaching staff to provide drinks to thirsty youngsters.

#### **Tuck shop:**

We have a tuck shop upstairs in the parent's room manned by volunteers where drinks and sweets etc. can be purchased.



## Medical conditions/disabilities

Some medical conditions require a parent / carer to stay at the session in case administration of medication is required e.g. Epipen. **Any medical condition, learning disability or attention disorder must be disclosed on the registration form** and parents should speak to the lead coach to ensure that all of the coaches are aware of any adaptations / risks which need to be considered. Participants with a disability who require one to one support will need to provide a carer, who will be led by the coaches within the class. Downs Syndrome gymnasts will require an atlanto-axial instability screening prior to starting the class. If a disability/medical condition arises during the gymnast's career at Aspire it is the responsibility of the Parent/Guardian/Carer to inform one of the Committee about the disability/medical condition so that it can be added to the information which Aspire hold confidentially about the child and coaches informed appropriately. Parents are now able to update/edit their child's information and details on the "Pay-subs-on-line" web site but the Committee must be informed of all medical changes in any event.

## Medical Considerations

A gymnast may present with a medical condition which may or may not be connected with a disability. If a gymnast has a medical condition where participation in gymnastics is in question, they must seek medical advice through their GP prior to participation to ensure that the activity will not have a detrimental effect on their health or well-being.

The following are examples of medical conditions where expert advice is to be sought prior to participation in gymnastics:

- Pregnancy
- Detaching Retina
- Confirmed Atlanto Axial Instability
- Rodded back
- Brittle bones

This list is by no means exhaustive. Please see the British Gymnastics Health, Safety and Welfare Policy for further details.

If a child has been absent from gymnastics for a prolonged period and wishes to re-join her class after recovery, a form must be obtained from a member of the Committee and duly completed with a plan agreed for re-integration of the gymnast into his/her classes.

## Health, Safety and Welfare Policy

A waterproof coating and secure plaster, swim sock, or suitable non-slip gym / dance shoes or swim socks should cover verrucae. Ordinary socks are not suitable as these are likely to slip on the apparatus.

If there exists any injury or illness, which occurs, relating to your child prior to him/her coming to a gymnastics class the parent/guardian must inform the child's coach at the commencement of the session.



## **Clothing**

All gymnasts work in bare feet and should wear a leotard or shorts/leggings and t-shirt. Other items such as jeans, skirts, school wear or combat trousers are not suitable for any part of the session.

There is club clothing available for purchase. There is a kingfisher blue sleeveless leotard and matching shorts for training. There are two different types of competition leotard dependent on the level of the gymnast. We also stock leotards and shorts for boys. There is also clothing in the form of tracksuit tops and polo shirts etc. Hoodies can be ordered from Kukri Sports and information is on our web site about this.

## **Dropping off and collecting your child**

We follow the British Gymnastics policy regarding the dropping off and collection of children to and from gymnastics classes. Any child under the age of 14 must be delivered to and collected from the Gym by a parent or appointed adult. Even when a child has reached the age of 14 years consent of the parent/carer must be given to allow that child to attend the gym independently i.e. without parent/carer.

Parents/Guardians are responsible for their child until handed over to the coach at the start of the class.

Parents/Guardians are expected to collect their children on time. If you know that you are going to be late collecting your child for any reason you must contact the club as soon as is possible. Coaches' time is precious and they may have to begin another class. Children cannot be left to their own devices. Parents who are regularly late in collecting their child will be asked to attend a meeting with Committee members/Club Welfare Officers and this ultimately can result in your child being asked to leave the club.

## **Speaking to your child's coach**

You must not try and speak to a coach who is actively coaching, if you need to speak to a specific coach then please speak to the coach before the session starts or once it has finished. If it is a minor issue and you are not able to speak to the coach please go to the Office and leave a message for the coach. If you need to have a longer discussion with the coach, please email the club to arrange a meeting with the coach.

Coaches are not permitted to give out personal mobile numbers. Parents/guardians should not contact coaches in this way. Any contact with coaches should come through official club channels.



## **Car parking**

Cars may be parked in the car park in front of the building and cars are left at owners' own risk. However, the car park is not large enough to cater for everyone and it is sensible to arrange to park close to the gym on the main Preston Road and walk through Trinity Grove and access the premises on foot.

Aspire Gymnastics Club are not responsible for any loss or damage from or pertaining to a vehicle whilst in the car park.

It should particularly be noted that cars should not be left on the pedestrian walkway (*clearly marked as such*). Cars should also not obstruct the emergency evacuation point which is across the car park opposite the gym doors.

## **Supervision of children/siblings**

Please note that the supervision of children not participating in any gymnastics sessions is the sole responsibility of their parents or guardians. Children within the facility must be supervised at all times. The club will not accept any liability for injury caused to such children. Children who are not participating in gymnastics are not allowed past the barriers in the main gym hall.

## **British Gymnastics Piercings and Body Adornments Policy:**

We follow the policy of British Gymnastics in connection with body piercings and adornments.

A person participating with body adornments or jewellery **MUST** inform the coach and also remove the relevant items to reduce the risk of injury to the participant, the coach and others. There is some slight flexibility regarding newly pierced ears whereby tape may be used to cover the piercings for up to six weeks only after which the piercings must be removed. Parents/Carers must provide their own tape.

## **Lockers:**

Lockers are available in two different sizes. They will be rented out on a first come first served basis. The larger lockers will cost £2.00 per calendar month and the smaller will cost £1.50 per calendar month, the said charge being renewable on the 1<sup>st</sup> day of each month. People can pay in advance if they wish i.e. say, three or six months. There will be a deposit of £5 paid in advance for each key in any event.

Therefore:

If someone wants to hire one of the bigger lockers for one month this requires a payment of £7.00. For the smaller one's it will be £6.50. For the second and following months they will pay £2.00 or £1.50 dependent on the size of the locker. If they surrender the locker and cannot hand back the key, they will lose their deposit.

If they still want to have their locker but have mislaid or forgotten the key, we have a master key which can be used to gain access to the locker

If they have lost their key and want to continue to rent a locker we will need to purchase another key and we will therefore need another £5 deposit on handing the second key over to them. This will need to be ordered.



In the event of non-payment of a requested monthly fee the key holder will be asked to return the key.

We take no responsibility for the safety of the content of any locker or items left around the gym or in the changing rooms. In renting out the lockers we are simply doing our best to assist gymnasts to keep their possessions as safe as possible. The gymnasts should leave valuable items at home when attending gymnastics. Aspire Gymnastics Club takes no responsibility for the loss or damage to any item owned by a gymnast.

### **Lost property**

While we cannot take responsibility for any property which is lost in the gym any lost property which we do find will be kept in a lost property container near Reception. All items of clothing should be named so that it can be returned to the gymnast quickly. Whilst we will do our best to ascertain the owner of lost items, if items are not claimed within three months these will be disposed of.

### **Transferring classes**

We understand that situation and schedules change from time to time so you may need to change the class that your child attends. Unfortunately we cannot guarantee that we will be able to accommodate your child in another class so you may have to be placed on a waiting list for your preferred class. There is an application form which will need to be completed if, indeed, you wish your child to change to another class.

### **Discipline**

Because our gym is used by a large number of gymnasts and in order to maintain a safe environment it is important that gymnasts listen and follow the instructions of the coach. Our discipline policy is quoted later in this handbook.

### **Freestyle gymnastics**

Due to the nature of Freestyle gymnastics, a separate set of rules regarding behaviour is set. These are provided at registration and are repeated before every session.

### **What are the different types of gymnastics on offer?**

- Pre-school gymnastics – for ages 18 months to commencement of mainstream school
- Adult disability sessions.
- General Class Gymnastics lasting for one hour in various age appropriate classes throughout the week.
- Intermediate classes– for gymnasts who are recommended to do more than 1 hour a week towards eventually moving on to competitive gymnastics.
- Competition classes including performance pathway and including development squad, Grades squads and Elite squad.
- Trampolining classes, (*both general and competition classes*)
- Adult Gymnastics/Gym Fit classes
- FreeG (*Freestyle Gymnastics*)



## **PAYMENT**

Direct debit payments are due for all classes on the 1st of every month. Any missed payments could result in your child losing their place in their class. New gymnasts will need to pay £5 per week for their training until their Direct Debit instruction has begun.

There are no refunds given for a child who does not attend classes regularly.

In calculating the amount of monthly fees, account has already been taken regarding usual holiday periods. There will therefore be no reduction in fees for club closure if the class falls on a Bank Holiday and there has been a decision by the Committee to close the club on those days.

Competition gymnasts will receive no reimbursement for training lost due to competition days.

If a gymnast is absent from training for three weeks without explanation, Aspire have the right to re-allocate the place to someone on the waiting list.

### **Major Injuries**

If your child has a significant injury, such as a broken bone, and it is necessary to be absent from training a decision must be made by the Aspire Gymnastics Club Committee regarding any suspension/reduction of monthly fees.

With regard to competition gymnasts, in the majority of cases the expectation will be that after an initial period of recuperation the gymnast will continue to attend sessions in order to maintain physical condition and to perform any prescribed physiotherapy or rehabilitation work.

### **Administration**

If you have a change of circumstances (specifically address and emergency contact details or your health status) you can access your child's information on "Pay Subs on Line" and make amendments accordingly

If a gymnast is going to be absent from a session, please contact the club to let us know. Written notice along with medical proof is required to apply for a committee decision regarding a possible refund of fees for any long periods of absence

If a gymnast decides to leave the club, 30 days' notice must be provided in writing to the Club in order for the necessary actions to be taken to end your fee account. Should sufficient notice not be given the following month's fees will still be payable.

We will communicate by e-mail and give a sufficient notice period of any changes with respect to club fees.

### **How will the club communicate with me?**

**We administer the Club under Gymnastics Club Manager (*powered by PaySubsOnline*) and as such we will e-mail you with any important news i.e. under this system.**

News and information about the Club will appear on the Notice Boards. All members will have completed a confidential information form and we will store those details and refer to them i.e. e mail and telephone etc.

Please keep an eye on our web site for other up to date information/ news. i.e.:  
[www.aspiregymnasticsclub.org](http://www.aspiregymnasticsclub.org)



## **Social networking**

Should a parent of a gymnast in the club request to become a named friend on a coach's Social Networking Page then the coach should decline this request. Failure to do so would be in breach of Aspire Gymnastics Club Standards of Conduct. This is in order to safeguard our coaches and members from inappropriate communication that could result in disciplinary concerns for both coach and gymnast/parent/guardian.

Social networking sites should never be used as a medium by which to abuse or criticise Aspire Gymnastics Club, Aspire Gymnastics Club members or Aspire Gymnastics Club staff or a member or members of a visiting or rival Club and to do so would be considered a severe breach of Aspire Gymnastics Club Standards of Conduct.

Any breach of Aspire Gymnastics Standards of Conduct may result in disciplinary action.

## **Child Protection & Health and Safety**

The safety and welfare of children and vulnerable adults in the club is a primary concern for Aspire Gymnastics Club. If any of our members or parents/guardians has a welfare concern, they should contact one or more of our Club Welfare Officers. Our Welfare Officers will liaise with the committee to investigate any welfare concerns and work to implement any resolutions. In order to effectively investigate and resolve welfare issues, parents/ guardians are expected to maintain confidentiality around any welfare investigations.

Photographs of the Welfare Officer of Aspire Gymnastics Club appear on the Club notice boards.

## **Child Protection**

We are committed to ensuring the safety and welfare of its members, coaches, volunteers and parents. We will do this by:

### **Duty of care**

A coach takes on certain responsibilities while your child is in our care. This may include:

- Holding a responsibility for care and well-being during training
- Safe dispersal after training.
- Providing first aid.
- Providing/consenting to emergency medical treatment.
- Abiding by British Gymnastics guidelines for the Protection of Children and Vulnerable adults. Appointing a Welfare Officer to whom grievances and complaints can be made confidentially.
- Ensuring the staff are suitably trained in Child Protection and Health, Safety and Welfare issues and go through a Criminal Record Bureau check.
- Ensuring that grievances or complaints are dealt with promptly and in accordance with the grievance procedure.
- Ensuring that a minimum of two responsible adults are available at all training session and events.
- Ensuring that participants and/or parents are aware of the purpose of videoing, filming or photography during training or events.
- Having zero tolerance level for poor practice, bullying or any form of abuse.



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**Our Duty of Care starts from the time your child is delivered to the coach and lasts until your child is returned to a parent or other responsible adult appointed by yourself. Under no circumstances should children be dropped off/picked up for sessions in the car park. The person who delivers the child must come into the gym with them.**

### **Photography**

We do not publish any images or videos without written consent from the gymnast concerned (*or in the case of a child from their parent or guardian*). This is gained as part of our registration process. Personal information of the individual, other than their name and their club/class will not accompany the image

We have a policy of no photography being allowed in the gym either by camera, mobile phone, video or other devices without permission being sought first. If you wish to take a photograph of your child or video a performance please see his/her coach and arrangements can be made for this. It is not acceptable to take photographs etc. when other children are visible in the footage.

**Evacuation:** in case of a fire or other emergency, gymnasts participating in a session will be evacuated by their coach. Under no circumstance must a parent evacuate their child who is under the responsibility of a coach. Parents and other children under their supervision must evacuate the building and assemble in the car park.

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## **CODE OF CONDUCT**

### **For Club Coaches, Officials and Volunteers**

The essence of good ethical conduct and practice is summarised 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 behaviour 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*). Obtain signature from them to form of authority to transport their child.

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.

Never contact gymnasts out of training, always contact parents. If you need to contact a coach who is under 18 this must be through a group communication which includes a welfare officer.



## **CODE OF CONDUCT**

### **For Parents / Guardians**

Discourage challenging / arguing with officials. Publicly accept officials' judgments.

Help and encourage 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.

Endeavour to establish good communications with the club, coaches and officials for the benefit of all.

Share any concerns or complaints about any aspect of the club through the approved channels.

Use correct and proper language at all times.

Never punish or belittle a child for poor performance or making mistakes.

Deliver your child into the gym and stay with your child until start of the lesson. Always collect your child promptly at the end of a session by coming into the gym.

Support your child's involvement and help them to enjoy their sport.

Any abusive or threatening behaviour towards any Aspire GC member or guest will result in the permanent exclusion from the gymnastics centre.

Follow all guidelines laid down by British Gymnastics.



## CODE OF CONDUCT

### For Participants

All gymnasts must follow the rules and respect coaches, judges and their decisions and must follow instructions on the first time of asking.

Gymnasts must respect fellow Aspire GC members and opponents.

Gymnasts should treat their fellow members how they would like to be treated. Bullying will not be tolerated. If you see bullying in the gym let your coach or a welfare officer know.

Gymnasts should keep to agreed timings for training and competitions or inform their coach if they are going to be late. If Gymnasts are 15 minutes late without prior arrangement may result in withdrawal from that coaching session

Gymnasts must wear suitable clothing for training and events as agreed with the coach. Keep all long hair tied back. Remove all body jewellery (*subject to the flexibility of 6 weeks after new piercing above*)

Gymnasts must not smoke, consume alcohol or take drugs of any kind before/during training and whilst representing the club at competitions or other events.

Gymnasts should treat the gymnastic centre and its equipment with respect.

Gymnasts should tell the coach if they have any injuries or illness they may have before the warm-up begins.

Gymnasts must not use bad language.

Gymnasts should remain with coaches at the end of a session until collected by their parent or guardian.



## **DISCIPLINE POLICY**

### **Three Strikes Policy For all gymnasts/ parents or carers**

Disruptive or threatening behaviour of any kind including bullying is unacceptable at Aspire Gymnastics Club and will not be tolerated. Any breach of the codes of conduct will be treated in the following manner.

**Prior to formal actions being taken, any gymnasts failing to follow the Gymnast's Rules may first be asked to sit out for a period of time.**

**If this does not allow time for reconsideration of actions the following will be followed.**

- 1. Any gymnast, parent or carer failing to meet behaviour standards as set out in the appropriate club Code of Conduct or Gymnast's Rules will receive a verbal warning. This would involve two of a senior Coach, Chairperson or Welfare Officer and would be recorded in writing in the club's records.***
- 2. If the behaviour continues a written warning will be issued to the person concerned / their parents / carers by the Chairperson in the presence of the Senior Coach or Welfare Officer.***
- 3. If the written warning has no effect the situation will be raised with the full committee, who may then decide to suspend the person for a set period of time or in serious cases expel the person completely.***

**There is a right of appeal but an appeal against suspension/expulsion must be made within five days in writing to the chairperson.**



## **COMPLAINTS PROCEDURE**

**Aspire 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 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 Senior Coach. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Senior 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 Senior Coach will advise the parent/carers of the reasons. The Senior 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 Committee.

### **Stage Three**

- The Head Coach will refer the complaint and response to the Committee. The Committee will investigate the complaint together with the response at a specially convened meeting.
- The Committee 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 Committee will advise the parent/carers of the reasons. The Committee keep you up to date with what is happening 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 Committee will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.
- If you are not satisfied with the outcome, you can raise the complaint to British Gymnastics.

### **Contacts**

Senior Coach: [simon.mearns@aspiregymnasticsclub.org](mailto:simon.mearns@aspiregymnasticsclub.org)

Welfare Office: [deborah.sage@aspiregymnasticsclub.org](mailto:deborah.sage@aspiregymnasticsclub.org),

[suzanne.enderby@aspiregymnasticsclub.org](mailto:suzanne.enderby@aspiregymnasticsclub.org) or [rebecca.hunter@aspiregymnasticsclub.org](mailto:rebecca.hunter@aspiregymnasticsclub.org)



## **Volunteering and Volunteer Roles**

As a club we rely heavily on the dedication and commitment of volunteers. Below are just a few of the roles that volunteers are currently involved with:

- Welfare Officers
- Gym maintenance
- Judging at regional and national competitions
- Running the tuck shop
- Fundraising for the club
- Reception administration

If you would be interested in volunteering, please approach a member of the Committee or your child's coach for further information

### **Leadership academy – aged 11+**

A Leadership Academy is a group of young people aged 11+ within a club who want to develop their leadership skills. The group follows the British Gymnastics MY Leadership Academy Programme.

The leaders meet throughout the year to help plan events, complete training and socialize as a group. Each leader will be provided with an academy booklet that they can work through as they gain experience and qualifications.

If your child would like to get involved, please make enquires at Reception.

**We welcome you to Aspire Gymnastics Club!**