

## Operating Policies for Charisma Gymnastics Club



### **Aims and Goals for Charisma Gymnastics Club – Policies an overview**

Charisma Gymnastics Club (CGC) is committed to ensuring that those working with children and vulnerable adults adopt best practice to ensure the health, safety and welfare of participants and staff.

CGC will endeavour to promote the highest standard of care for all members, staff and officials by:

- The adoption of Independent Gymnastics Association (IGA) guidelines for [Health, Safety and Welfare Policy](#).
- The adoption of IGA guidelines for [Safeguarding and Protecting Children](#).
- The appointment of Welfare Officers to whom grievances or complaints can be made confidentially.
- Ensuring that all staff are suitably trained in Safeguarding and Protecting Children and Health, Safety and Welfare issues as recommended by IGA.
- Ensuring that coaches and officials have been screened to confirm their suitability to work with children. Where appropriate this will include DBS disclosure.
- Ensuring that best coaching practice guidelines are always followed.
- Ensuring that grievances or complaints are dealt with promptly and in accordance with our grievance's procedures.
- Ensuring that a minimum of two responsible adults are present at all training sessions and events.
- Ensuring that the participants and/or parents/carers are aware of the purpose of filming or photographing during training and events in accordance with IGA's policy.
- Follow a zero-tolerance policy regarding poor practice, bullying and/or any potential of abuse.

### **Safeguarding and Protecting Children Policy**

Charisma Gymnastics Club (CGC) is proud to be a successful, caring and child friendly club. All CGC coaches and volunteers have the welfare and safety of the participants as their priority. We recognise that we have a moral and legal responsibility to protect participants from any form of abuse and/or danger. As a club we have adopted and abide by IGA's most recent Safeguarding and Protecting Children Policy including all under policies in regards to Safeguarding and Protecting Children, including use of photography and filming equipment. These can be found on the IGA website:

#### **Statement**

CGC's safeguarding and protecting children policy is based on three fundamental principles:

- The participants welfare and safety are of paramount importance
- The rights, dignity of every participant must be respected
- All participants have a right to be protected from abuse

The designated Welfare Officers for CGC are available in person during most Saturday sessions, by phone, email or by mail at any other point. In the case of an urgent matter they will make every effort to see you immediately. If the matter is not urgent, it is usually better to make an appointment.

#### **Duty of Care**

All adults (coaches, parents, volunteers) involved in CGC have a duty to respond to suspicions of abuse, neglect, inappropriate behaviour and poor practice. Concerns must be reported to the Welfare Officer, who will follow appropriate guidelines. All reported incidents will be taken seriously and will be responded to swiftly. Confidentiality will be maintained in line with the Human Rights Act 2000 and the General Data Protection Regulation (GDPR).

CGC will support anyone who in good faith and has reasonable grounds for doing so, report concerns or suspicions of abuse, neglect, inappropriate behaviour and poor practice.

#### **Anti-Harassment and bullying**

Harassment may be defined as behaviour that makes the recipient feel threatened, humiliated or patronised. Bullying may be defined as behaviour that makes the recipient feel persecuted, intimidated or threatened. Harassment and bullying may take the form of verbal, physical and/or electronic behaviour. Some behaviour may be difficult to categorise, but all reported cases of unacceptable behaviour will be treated seriously.

All members, coaches and volunteers must be clear that neither harassment nor bullying will be tolerated, and it should be known that standards of behaviour regarded as acceptable by one person may be regarded by someone else as harassment or bullying.

Members, coaches or volunteers who encounter any problems of harassment or bullying connected with the club are encouraged to do the following:

- Make it perfectly clear to the harasser/bully that their behaviour is unacceptable
- If the behaviour continues, report it to the Manager who has a duty to support all coaches, volunteers and members in order that they can carry out their activities and/or duties without disruption

- If the manager is unable to resolve the problem (or if the manager is accused of harassment or bullying), the case will be referred to the Welfare Officer

### **Use of Photographic and Filming Equipment**

CGC endeavour to follow the most up to date IGA's Safeguarding and Protecting Children – Safe Environment for the use of photography and video imaging.

CGC understands that we have a duty to control the use of photographic and filming equipment in the gym. All parents will sign a consent form for photography and video images when they sign up for classes.

All filming for training purposes must be kept securely locked and password protected and must not be removed from the premises without the agreement of the manager. Any filming no longer needed should be disposed of safely.

If a parent wish to photograph or video their child during class time they must contact the manager for consent, every effort will be made not to include any other children in the photograph and/or video without the parents concerned agreement.

During CGC sponsored events (including competitions and social events) the club will endeavour to follow IGA's guidelines regarding Photography at Gymnastics Events included in their Safe Environment policy.

### **Whistle blowing**

This policy is intended to conform to the guidance in the Public Interest Disclosure Act of 1998 (PIDA). PIDA encourages you to raise concerns internally in the first instance. The policy is primarily for concerns where the interest of others or of the organisation itself are at risk. If in doubt – raise it. This policy applies to everyone at the club including coaches, participants, parents/carers and volunteers.

It is impossible to give an exhaustive list of the activities that constitute misconduct or malpractice, but broadly speaking we would expect you to report the following:

- Criminal offences
- Failure to comply with legal obligations
- Actions which endanger the health and/or safety of coaches, volunteers or the public
- Failure to comply with CGC's policies
- Actions which are intended to conceal any of the above

If a genuine concern is raised under this policy, you will not be at risk for losing your position at the club or suffering any retribution or harassment as a result. Providing that you are acting in good faith, it does not matter if you are mistaken. This policy does not, however, extend to anyone who maliciously raises a concern that they know is untrue.

Under this policy you can request anonymity, and we will not disclose this without your consent. You should remember that if you do not tell us who you are, it will be much more difficult for us to investigate your concern or to give you feedback.

In first instance all concerns should be raised to the manager, unless the manager is the cause for concern, in this instance concerns should be raised directly with the Welfare Officer.

Once your concern is raised, we will look at it carefully and thoroughly to assess what action, if any, should be taken. Depending on the nature of your concern, this may mean an internal inquiry or a more formal investigation. We will inform you of your point of contact and whether we will need further assistance from you. We may ask how you think your concern should be dealt with. If you have a personal interest in the matter, we would ask that you tell us at the outset. Whilst we will try to give you as much feedback as possible, we may not be able to give you specific details as this could infringe upon the privacy of another individual.

We cannot guarantee that we will respond to all concerns in the way you might wish, but we will try to handle the matter fairly and professionally.

### **Behaviour Management**

Discipline is an essential part of gymnastics activities and coaches need to have control of the participants within their care. Participants will be expected to show respect for the gymnastics environment and other participants and to follow the instructions given by CGC coaches.

At CGC we expect coaches, volunteers, participants and parents/carers to behave in a reasonable and respectful manner. The coaches and volunteers will do their utmost to encourage positive behaviour, respect for others and a sense of self-discipline appropriate to the participant's age and understanding.

All CGC coaches and volunteers will endeavour to respond to challenging behaviour in proportion to the actions, imposed as soon as practicable and be fully explained to the child and their parents/carers. If a coach is unsure of how to solve a problem, they are encouraged to discuss the disciplinary action with a senior manager or the Welfare Officer. The use of physical intervention should always be avoided unless it is absolutely necessary to avoid the child harming themselves or someone else or causing serious damage to property.

Our aim is to encourage participants to be self-disciplined but any participant failing to maintain an acceptable standard of behaviour can expect (after reasonable warnings to the gymnast and their parents) to face disciplinary action. This could be withdrawal of certain privileges or even a period of suspension. Coaches and volunteers are to show a consistent approach to behaviour management and strong leadership.

Parents must be informed of any disciplinary action taken and the reasons for it. If a suspension is involved, they must be informed of their right to appeal. Any action taken must be reasonable and proportionate to the behaviour involved and standards must be applied equally to all participants. Every effort will be made to deal with unacceptable behaviour in an informal way but if the behaviour involved is more serious or persistent, then a formal process will be invoked, following the guidelines below:

- Warning by coach, parent to be informed after the class
- Second warning by senior coach or coach with senior coach present. Parent must also be present. A CGC Incident Form must be completed
- Final warning to child by senior coach, with parent present, followed up in writing. A CGC Incident Form must be completed

- Sanction (either suspension or exclusion). Parents will receive a written confirmation with details of the sanction and reasons for applying sanction. In the case of suspension, a return date will be given. A CGC Incident Form must be completed.

Depending on the seriousness of the unacceptable behaviour, we reserve the right to move the process straight to stage 3 or – in exceptional cases only – to stage 4.

During all stages parents, will have the right to appeal to the Head Coach and/or the Welfare Officers.

### **Health Safety and Welfare Policy**

Charisma Gymnastics Club (CGC) recognises the duties it has under health and safety acts and regulations to ensure the safety and well-being of our gymnasts, coaches and volunteers.

The Independent Gymnastics association regards the health, safety and welfare of all members to be of paramount importance, which should not be compromised. To this end, it is IGA policy to ensure so far as is reasonably practicable, that procedures are in place to maintain a safe and healthy environment not only for its members but also for other people who may be affected by the activities of other affiliated clubs and organisations. CGC hereby supports and adheres to the IGA's Health Safety and Welfare Policy for Clubs and Affiliated Organisations.

CGC follows IGA policies and guidance for:

- Safe Coaching / Coaching Practice
- Flexibility Training
- Safe Participation
- Social Networking Guidelines
- Photography regulations
- Safe Trips
- Complaints and Disciplinary Policy and Procedure

### **Statement**

**CGC recognises its responsibility to:**

- Provide a safe and healthy training and competition environment for gymnasts and coaches through assessing the risks associated with participation and controlling them to ensure they are minimised. CGC will follow IGA's Health and Safety Guidance for Coaching practice to continuously achieve this.
- Ensure adequate arrangements are in place in the event of an accident, fire or other incident. In accordance with CGC and the Local Sites protocols and procedures.
- Ensure coaches and helpers have the appropriate qualifications and training.
- Keep the arrangements under review and up to date, ensure all staff are aware of the procedures as listed in the Coaches and Volunteers' handbook.
- Ensure regular and up to date risk assessments are made and all risks are minimised or eradicated.
- When required to; report injuries, diseases and dangerous occurrences as part of RIDDOR to the appropriate organisation.

CGC will follow the appropriate guidelines and policies as outlined by IGA to ensure the safeguarding of all members. CGC will ensure all coaches are aware of the policies and protocols they must follow and will ensure Coaches and Volunteers' have the information required within the handbook. CGC will ensure all protocols and policies are up to date or at least the latest rendition to prevent any form of malpractice.

CGC allows coaches to use photography and film as a training aid so long as the participant has parental consent signed upon joining CGC and two or more responsible adults are present at times

of filming.

The club has a designated Welfare officer to whom all complaints grievances and suspicions of poor practice should be addressed. This will be dealt with in the most confidential manner and follow the IGA procedures outlined.

### **Ethics, Equality and Equal Opportunities**

IGA subscribes to the principles of equality of opportunity and aims to ensure that anyone participating or wishing to participate in gymnastics can do so in a discrimination-free environment. Charisma Gymnastics Club (CGC) aims to provide a discrimination-free environment for all its members and for anyone who enters or communicates with the Club. CGC is committed to the principles of equality and fairness. CGC will ensure that the rights, dignity and worth of all individuals connected with the club are respected.

CGC are also committed to uphold high ethical standards to make sure our gymnastics is safe and accessible to all.

CGC will follow the Independent Gymnastics Association's policies regarding this, specifically but not excluding.

- Equality Policy
- Anti-doping policy
- Criminal Records Check

### **Statement:**

CGC will adopt good practice in recruitment, training and supervision of all coaches and volunteers, and provide good practice guidance to our affiliated clubs and organisations. Each coach will be handed such guidance on Equality in our Coach and Volunteer Handbook and be expected to adhere to this good practice as a role model within the club.

CGC will continue to review its policies, practices and procedures with the above objectives in mind. CGC will ensure amendments to IGA's Policies are observed and every coach and staff member is made aware.

Any member who believes that they have been discriminated against is encouraged to raise the matter through confidential interview with management.

Any member who has behaved in a discriminative manner may be reprimanded and will face disciplinary procedures.



### **Data Collection and Protection Policy**

Charisma Gymnastics Club (CGC) seeks to comply with its obligations under General Data Protection Regulation (GDPR). This policy applies to all data collected, whether in computer data or paper-based record. This Regulation gives individuals several **Rights** concerning data held concerning them and imposes certain **Responsibilities** on organisations holding their personal data.

It is required of the club administrators to collect, use and/or store data about current or prospective gymnasts, parents/carers or staff for medical reasons, contact reasons and for fee payment. We use a company called iClassPro, their Privacy Statements are available when you log in to your account.

#### **Statement:**

Individuals whose personal data is held by CGC or iClassPro have several **Rights** under GDPR. Charisma fully supports the right of the individual to:

1. Request a copy of the Personal Data which Charisma holds about you without charge.
2. Request that Charisma corrects any Personal Data if it is found to be inaccurate or out of date.
3. Request your Personal Data is erased where it is no longer necessary for Charisma to retain such data.
4. Withdraw any consent you have given to the processing of your Personal Data, at any time.
5. Request that Charisma provide you with details of the Personal Data we hold about you.
6. Where there is a dispute in relation to the accuracy or processing of your Personal Data, to request a restriction is placed on further processing.

CGC' recognises its responsibilities to:

1. Collect only data that is relevant and necessary for the purpose and to make sure the individuals concerned are aware of the purpose for which the data will be used
2. Use the data only for the purpose specified
3. Ensure the data is accurate and kept up to date, by encouraging parents to alert the club when anything changes, at least once a year
4. Ensure the data is kept securely and not disclosed to unauthorised people. Paper-based records should be kept in a locked filing cabinet or drawer. Computer-based data should be password protected.
5. Ensure the data is not kept longer than necessary

### **CGC Child Drop-Off and Pick-Up Policy - Dulwich College**

At Charisma Gymnastics Club, the safety and well-being of all our gymnasts is central to everything we do. We have a duty of care from when your gymnast arrives at the gym to when they are safely returned to you. To ensure a smooth and secure process, we ask all parents, guardians, and gymnasts to adhere to the following drop-off and pick-up procedures:

#### **Drop-off:**

- **Entry Point:** All gymnasts must enter the facility through the **main door** of the Sports Club.
- **Supervision:** Gymnasts must be accompanied by a responsible adult until they are safely inside the premises under the supervision of the coaching staff.

#### **Pick-up:**

- **Exit Point:** After class, gymnasts will be dismissed through the **main door** of the Sports Club.
- **Meeting Point:** Parents and guardians must meet the supervising coach **outside** the main door for the dismissal of their child.
- **Identifying Parents/Guardians:** Gymnasts must see their parent or guardian and notify the supervising coach. Once confirmed, they may be dismissed and leave with their parent or guardian.

#### **Authorized Pick-up:**

- Gymnasts may **only** be picked up by their parent or guardian unless the club has received written confirmation (via **text** or **email**) from the parent/guardian authorizing someone else to collect their child.
- **Secondary School Age Gymnasts:** Gymnasts of secondary school age may **only** leave by themselves if the club has received written confirmation (via **text** or **email**) from the parent/guardian authorizing them **in advance** to do so. This permission will be added to a list maintained by the supervising coach.
- **Waiting Procedure:** Any gymnast not on the approved pick-up list or without prior written permission to leave alone will be required to wait with the supervising coach until a parent or guardian arrives.

We appreciate your understanding and cooperation to ensure the safety and well-being of all our gymnasts at this site.

### **CGC Child Drop-Off and Pick-Up Policy - Dulwich Prep**

At Charisma Gymnastics Club, the safety and well-being of all our gymnasts is central to everything we do. We have a duty of care from when your gymnast arrives at the gym to when they are safely returned to you. To ensure a smooth and secure process, we ask all parents, guardians, and gymnasts to adhere to the following drop-off and pick-up procedures:

#### **Drop-off Procedure:**

- **Entry Point:** All gymnasts must enter the facility through the **RIGHT door** as indicated on the facility diagram.
- **Supervision:** Gymnasts must be accompanied by a responsible adult until they are safely inside the club premises.
- **Late Arrivals:** All gymnasts who arrive late after the door is shut will need to call Karen on 07522815515 or Leah 07885373322.
- **Parents / Guardians are not allowed to enter the school premises**, including the entrance corridor.

#### **Pick-up Procedure:**

- **Exit Point:** After class, gymnasts will exit through the **LEFT door**.
- **Group Dismissal:** Gymnasts will be released in groups of 15 (General) or 8 (Pre-School accompanied by their Coaches) from the left door and guided along the designated barriers to the pick-up area on the far left-hand side.
- Please NOTE Gymnasts will only be dismissed in this area to ensure a safe handover
- Please do not call your gymnast over to the entrance side.
- **Identifying Parents/Guardians:** Gymnasts must see their parent or guardian in the pick-up area and notify the supervising coach. Once confirmed by the supervising coach, they may exit through the left-right hand side only.

#### **Authorized Pick-up:**

- Gymnasts may **only** be picked up by their parent or guardian unless the club has received written confirmation (via **text** or **email**) from the parent/guardian authorizing someone else to collect their child.
- **Secondary School Age Gymnasts:** Gymnasts of secondary school age may **only** leave by themselves if the club has received written confirmation (via **text** or **email**) from the parent/guardian authorizing them **in advance** to do so. This permission will be added to a list maintained by the supervising coach.
- **Waiting Procedure:** Any gymnast not on the approved pick-up list or without prior written permission to leave alone will be required to wait with the responsible adult until a parent or guardian arrives.

We kindly ask that all parents and guardians arrive promptly at the designated pick-up time to ensure a smooth and safe handover.

Thank you for your cooperation in ensuring the safety of all our gymnasts!

**Complaints and Grievance Policy**

Charisma Gymnastics Club (CGC) endeavours to deal with all complaints and grievances in a timely and professional manner, outlined underneath. All persons involved are to be fully informed of all actions being taken and have the right to appeal.

1. In the first instance any grievances or complaints should be brought up with the management team by emailing [charismagcmanagement@gmail.com](mailto:charismagcmanagement@gmail.com).
2. The management team will investigate and try to resolve the issue to the satisfaction of all parties involved.
3. If you are not content with the resolution, put in place by the management team, please email your complaint to our dedicated complaints officer [guy.thompson@ntlworld.com](mailto:guy.thompson@ntlworld.com) with the following:
  - A clear outline of the issue.
  - Steps already taken to resolve it.
  - The outcome you are seeking.

We are committed to handling all formal complaints in a fair, transparent and timely manner.

**Safeguarding and Protecting Children Policy**  
**At Schools**

CGC ensures to keep up to date with the latest government version of Keeping Children Safe in Education (KCSIE) statutory guidance for England.

As a provider utilising schools for non-school activities we are required to comply with the guidelines outlined in Keeping Children Safe in Out of School Settings. This includes appointing a Designated Safeguarding Lead (DSL), being aware of the specific safeguarding issues that can put children at risk of harm and undertaking the appropriate training and regularly reviewing the performance and suitability of staff and volunteers after appointment.

Designated Safeguarding Lead (DSL) for Schools where Charisma provides Non-school Activities:

**1/ Guy Thompson**

**2/ Karen Pearl**