

### **Bury Spectrum Code of Conduct for Parents/Guardians**

We are fully committed to safeguarding and promoting the well-being of all our members. The club believes that it is important that members, coaches, administrators and parents associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and share any concerns or complaints that they may have about any aspect of the club with the Manager, reception, or one of the nominated Welfare Officers.

- ◆ Encourage your child to learn the rules and participate within them.
- ◆ Ensure that your child is brought into the building by an adult, that your child has signed in at the front desk or passed through the coded cloakroom door, before leaving your child in the building.
- ◆ Parents are not permitted in the working areas of the gym, or in the children's cloakroom, unless permission is gained from reception or the Coach in Charge.
- ◆ Do not talk to or distract your child during their session from the balcony or the gym door. This could lead to accidents, and you may be asked to leave the building. Please advise reception if you need to speak to your child during their session.
- ◆ Deal with grievances appropriately using our Complaints Procedure.
- ◆ Respect the professional judgement/decisions of coaches.
- ◆ Develop positive relationships with fellow parents, guardians, spectators where by all members feel supported by one another.
- ◆ Help your child to recognise good performance, not just results. Help your child to understand mistakes/errors/poor performance, how we deal with these, and how we can learn from these.
- ◆ Set a good example by recognising good sportsmanship and applauding the good performances of all members.
- ◆ Never punish or belittle a child for poor performance or making mistakes. Never ridicule other members performances.
- ◆ Never force your child to take part in sport.
- ◆ Always ensure your child is dressed appropriately for the activity and has plenty to drink. This includes ensuring they have the correct outerwear especially when cold.
- ◆ Keep the club informed if your child is ill, injured, or unable to attend sessions.
- ◆ Endeavour to establish good communications with the club and staff for the benefit of all. Please only use official club contact details to communicate with staff. Do not use personal emails, phone numbers, or social media to communicate with staff.
- ◆ Use correct and proper language at all times, both in the building and in the parking area. There is a zero-tolerance policy of both verbal and physical abuse towards any member of staff.
- ◆ Refrain from smoking directly outside the building or in the car park and do not dispose cigarette butts onsite.
- ◆ Consider appropriate times, length of time, to view your child's classes, taking into consideration other members access to viewing their children.
- ◆ Do not take pictures/videos during training sessions.