



DUNEDIN GYMNASTIC ACADEMY

FAMILIES CODE OF CONDUCT

DGA is a friendly, family focused club. We welcome families into our gym to be part of the positive experience we provide. To ensure a positive and safe experience for everyone, all families are required to comply with the following code of conduct.

Breach of this code may lead to disciplinary action and will be referred to the DGA Executive Committee.

1. No parents/caregivers/siblings on the gym floor at all times. Exception: Vogel Street gym – families may cross the floor within identified area to use the bathroom facilities.
2. All coaches offices are for coaches and administrators only – families and gymnasts can only enter upon invitation or if they are requested to get something i.e. chalk for a coach
3. All parents/caregivers should refrain from communicating the coaches and participants during coaching sessions unless their child has been injured or is visibly upset. Coach's time immediately prior to class is used for class preparation – for non-urgent matters, please email the coach (competitive programmes) or programme coordinator (GFA programmes). If you need to discuss something urgently with a coach, please ask if you can do so immediately prior to or following a class. If the coach is unable to meet your request, they will find an alternative time to talk to you.
4. No photography or video recording is permitted unless you have cleared this with the coach prior to the class commencing. Please refer to the DGA Technology Free Training Policy.
5. Notify the club manager of changes to any personal information, i.e contact information and/or if you are moving on from DGA: admin@dunedingymnastics.co.nz
6. Please make sure that appropriate language/ behaviour is used at all times whilst around other club members.
7. Do not demonstrate incidents of slander towards the club, coaches, participants or any other club.
8. Ensure your child (under 14 years) is collected promptly at the end of a session from inside the gym doors. Please notify the coach via email or text if other arrangements are in place. NOTE – all children under 14 yrs are to be collected from **UPSTAIRS** at the Caledonian gym and Vogel Street gyms.
9. All fees must be submitted by the set deadline date.
10. All families are expected to assist the Club on a volunteer basis at competitions, fundraising and setting up equipment.



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DGA CONCERNS & COMPLAINTS PROCEDURE

Please speak with your child's coach first. Either ask to have a quick word with them before or after class (particularly if it concerns the session at hand e.g. your child's having an off day, is anxious about coming to class). If you feel there is an issue that needs a longer discussion then please email your concern and make a time to meet with them. If you believe you have a resolution for a problem please feel free to offer this.

If the coach is having difficulty dealing with the concern/issue then the coach will speak with their Programme Coordinator.

You will be contacted by the Programme Coordinator to acknowledge your concern and again with a resolution as soon as one has been reached.

The Programme Coordinator can also seek advice from the Programme Director and/or the Club Manager. They will work through an action plan to resolve the issue. We also have a "peoples sub-committee" who are on hand to deal with employment related matters if you feel you do not have resolution from the coach or coordinator.

*Please refer to our website for other relevant policies: www.dunedingymnastics.co.nz
Please email the coordinator of your child's programme or Club Manager Keita McGowan if you have any further queries or concerns.*

Club Manger:

Keita McGowan admin@dunedingymnastic.co.nz

Programme Coordinators:

Krystal Cameron krystal@dunedingymnastics.co.nz - WAG and Perform

Anita Perkins gfa@dunedingymnastics.co.nz - KiwiGym Fun, SportGym and Playgym

Andrew Forrest andrew@dunedingymnastics.co.nz - MAG, Free-Style (including parkour), Move and Improve

Jenny Newstead jenny@dunedingymnastics.co.nz Trampoline

Keita McGowan admin@dunedingymnastic.co.nz - Rhythmic, Aerobics and Club Manager

Approved by:

Penny McLeod

Approved by the DGA Executive Committee on May 10, 2018