



Phoenix Gymnastics Academy

Safeguarding Procedure

- All issues relating to Child Protection or Safeguarding should in the first instance be reported to the Club Welfare Officer. All matters will be dealt with promptly and confidentially.
- The Welfare officer will then investigate the complaint, in accordance with the NSPCA/BG Child Protection Procedures, and make a note of the outcome.
- The Welfare Officer will report to the Director that a complaint has been made but may not disclose the nature of the complaint or the names of the people involved if not appropriate. You will be made aware if the Director needs to be informed.

Ways of making contact

- You can raise your concerns in person by dropping into the gym or arranging a meeting.
- You can phone if you are not comfortable discussing the issue in person.
- The email address for our welfare, safeguarding, and protection officers can be found below.
- You can send a letter anonymously highlighting your concerns - however, please be aware that it is much more difficult to address the problem if we cannot contact the person who has noticed it.

Please remember that these guidelines are for children as well as parents. It doesn't matter who makes the report, or how old they are, everyone's concerns are equally important and will be treated seriously.

Key People:

The Club's Welfare, Safeguarding and Protection Officers are:

Cristina Frezzini – 07725 584762

Claire Morgan – 07989 792919

Janet Nelmes – 07843 500143

Barbara Godley – 07729 410147

Email Address: phoenixgymnasticsacademy@hotmail.com

Please address all emails to the Welfare Team.