

Parent Communication & Behaviour Policy

London Sport Academy

1. Purpose of the Policy

This policy sets out the standards of behaviour expected from all parents and guardians when communicating with staff at London Sport Academy.

Its purpose is to ensure:

- a safe, respectful and professional environment for staff and gymnasts;
- clear and constructive communication;
- protection of staff from aggression or inappropriate behaviour;
- transparency and consistency in dealing with concerns.

2. Communication Principles

The club operates in accordance with the following principles:

- respectful and polite communication;
- constructive dialogue;
- calm and professional tone;
- use of appropriate channels;
- zero tolerance for aggression or intimidation;
- prioritising the wellbeing of gymnasts and staff.

3. Expected Behaviour of Parents and Guardians

Parents and guardians are required to:

3.1 Communicate respectfully

- using calm, courteous language;
- refraining from hostile, threatening, sarcastic or confrontational expressions;
- showing respect for all staff, gymnasts and other parents.

3.2 Use the appropriate communication channels

- administrative or scheduling questions → administrator;
- coaching-related questions → head coach;
- formal concerns or complaints → via the Complaints and Grievance Procedure.

3.3 Follow established procedures

Parents must:

- avoid demanding immediate responses;
- avoid making unfounded allegations;
- follow the communication hierarchy and not bypass staff by contacting the director or coaches directly.

3.4 Maintain emotional control

- discuss concerns rationally and calmly;
- avoid transferring frustration or personal matters onto staff;
- refrain from provocative or inflammatory language.

4. Prohibited Behaviour

The following behaviour is not permitted under any circumstances:

4.1 Aggressive communication

- shouting, intimidation or threats;
- demanding “yes or no” answers in a pressured tone;
- disrespectful or hostile messages.

4.2 Unfounded allegations

Including but not limited to:

- favouritism,
- racism,
- bullying,
- discrimination,
- exclusion,
- lack of transparency,

when made without evidence.

4.3 Intimidation of staff

- threats of complaints;
- attempts to coerce staff;
- knowingly making false or exaggerated claims.

4.4 Disruption of staff duties

- repeated messaging;
- insistence on out-of-hours responses;
- creating an unsafe or stressful working environment.

4.5 Discussing staff or other gymnasts negatively

Parents must not:

- discuss other children;
- criticise coaches in front of other parents or gymnasts;
- speculate about internal decisions;
- gossip or engage in inappropriate commentary.

5. Behaviour Considered High-Risk

The club may classify a parent as high-risk communication if any of the following patterns arise:

- repeated aggression or hostility;
- continuous accusations without basis;
- attempts to provoke conflict;
- excessive pressure on admin staff or coaches;
- escalation of minor issues.

Such behaviour will be recorded in the Parent Conduct Log.

6. Actions the Club May Take

If a parent violates this policy, the club reserves the right to implement:

6.1 Verbal or written warning

Notifying the parent that behaviour must change.

6.2 Communication restrictions

Future communication may be limited to:

- written communication only,
- email only,
- administrator-only contact,
- a defined period of restricted communication.

6.3 Denial of face-to-face meetings

If behaviour is confrontational, all communication may be moved to written format only.

6.4 Disciplinary measures

In serious or repeated cases, the club may:

- temporarily suspend the child's participation;
- terminate the family's membership with the club

if behaviour poses a risk to staff or operational stability.

6.5 Referral to external bodies

If necessary, the club may refer behaviour to:

- British Gymnastics,
- safeguarding authorities,
- or other relevant bodies.

7. Club Rights

London Sport Academy reserves the right to:

- not respond to abusive or inappropriate messages;
- pause communication until the situation de-escalates;
- document any concerning behaviour;
- protect staff from any form of aggression.

8. Staff Rights

All staff members have the right to:

- be treated with respect;
- work in a psychologically safe environment;
- be protected from aggression, intimidation or manipulation;
- decline communication with a parent who breaches this policy.

9. Related Policies

This policy should be read alongside:

- Parents/Guardians Code of Conduct
- Complaints and Grievance Procedure
- Safeguarding and Child Protection Policy
- Anti-Bullying Policy
- Equality and Inclusion Policy
- Conduct and Disciplinary Policy

10. Conclusion

London Sport Academy is committed to maintaining a professional, respectful and safe communication environment for all.

Parents and guardians share responsibility for upholding these standards.

Failure to comply with this policy may result in communication restrictions or disciplinary action where necessary.