

**IMAGYMNASTICS LTD**

Belvedere Community Centre Mitchell Close DA17 6AA

# **Operating Policies & IGA Membership**

## **Updated 8<sup>th</sup> September 2026**

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

## WELCOME TO THE IMAGYMNASTICS OPERATING POLICIES

At Imagymnastics, the safety, wellbeing and enjoyment of every child is at the heart of everything we do.

Our policies are designed to create a supportive, inclusive and professional environment for all gymnasts, parents, carers, coaches, volunteers and staff. They set out the standards we uphold and the procedures we follow to ensure our sessions are safe, respectful, inclusive and enjoyable for everyone.

Imagymnastics Ltd holds Legacy Affiliation with the Independent Gymnastics Association (IGA). Legacy Affiliation is IGA's full affiliation tier and requires the club to maintain appropriate membership, insurance, safeguarding, coaching, welfare and operational compliance.

These policies are intended to comply with current IGA requirements, relevant UK legislation and recognised good practice in child welfare and safe sport.

Where a current mandatory IGA policy or requirement sets a higher or more specific standard than this document, Imagymnastics will follow the current IGA requirement and update these policies as soon as reasonably practicable.

We encourage all members and families to read these policies and contact us if they have any questions.

---

## MEMBERSHIP TERMS AND CONDITIONS

Author: Rebecca Smith on behalf of Imagymnastics Ltd

Date reviewed: 8th September 2026

Next review date: August 2027, or sooner if IGA requirements change

These terms and conditions, together with your registration form, form an agreement between:

- You, the parent/carer; and
- Us, Imagymnastics Ltd.

By registering your child, you agree to follow the terms and conditions set out below.

### 1. START DATE AND MEMBERSHIP

Membership for the 2026–2027 year runs from 1st September 2026 to 31st August 2027.

Imagymnastics holds Legacy Affiliation with the Independent Gymnastics Association (IGA). Under Legacy Affiliation, gymnasts participating in the club's regular gymnastics programmes

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

must be appropriately registered and insured through IGA in accordance with current IGA requirements.

To activate and maintain your child's place, parents/carers must:

- Complete the Imagymnastics registration form and provide all required consent and medical information.
- Pay any outstanding fees that apply.
- Pay for each course on or before the published payment due date.
- Provide Imagymnastics with the information required to register the gymnast with IGA once they become a regular participant. Imagymnastics will complete or facilitate the required IGA registration process.
- IGA allows up to three trial sessions before gymnast membership is required. Registration must therefore be completed no later than after the third trial session.
- Promptly notify Imagymnastics of changes to contact details, medical information, emergency contacts or other information relevant to the child's safe participation.

## 2. MEMBERSHIP / IGA AFFILIATION FEE

There is no separate Imagymnastics annual membership fee for the 2026–2027 membership year.

Every gymnast attending regular Imagymnastics gymnastics or SEND classes will pay £15 per year as a contribution towards their annual Independent Gymnastics Association (IGA) gymnast membership.

The current full annual IGA gymnast membership cost is £17.99. Imagymnastics subsidises the remaining £2.99 for each gymnast.

The £15 payment is not a separate Imagymnastics annual membership fee; it is a contribution towards the gymnast's required IGA membership.

If IGA changes its membership fee in future membership years, Imagymnastics will inform parents/carers of any effect on the contribution before a different amount is charged.

IGA gymnast membership provides the applicable membership and insurance benefits offered by IGA, subject to IGA's current membership and insurance terms and Imagymnastics maintaining its Legacy Affiliation and compliance requirements.

Further information about IGA can be found at:

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

<https://www.independentgymnastics.com/>

If a gymnast already holds current IGA membership through another IGA-affiliated club, parents/carers should tell Imagymnastics before paying so that we can establish the appropriate registration arrangements and avoid unnecessary duplication where permitted by IGA.

## 3. BOOKING & PAYMENTS

- Class fees are paid per course based on the number of weeks in the course.
- The full course fee must be paid by the published payment due date.
- Course lengths and payment dates are provided in advance to help families plan ahead.
- Payments should normally be made by bank transfer.
- Cash payments must be arranged in advance and paid before the course begins.

### Bank Details

Bank: Monzo

Account Name: Imagymnastics Ltd

Sort Code: 04-00-03

Account Number: 03975416

Reference: Child's full name

## 4. LATE PAYMENT OF COURSE FEES

Timely payment is essential to secure your child's place.

If course fees are not paid in full by the due date:

- Imagymnastics may apply a £5 administration fee.
- Your child may lose their place if the course remains unpaid.
- Imagymnastics reserves the right to refuse access to sessions until outstanding fees are settled.

If you are experiencing financial difficulty, please speak to us confidentially. We will always try to work with families where possible.

## 5. TERMINATION OF MEMBERSHIP

If you wish to cancel your child's place, you must give Imagymnastics at least one calendar month's written notice.

Imagymnastics reserves the right to end or suspend participation where:

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Course fees or other amounts remain significantly overdue.
- A gymnast or parent/carer seriously or repeatedly breaches the Code of Conduct or safety rules.
- These terms and conditions are not followed.
- False or misleading information has been provided.
- Continued participation would place the gymnast or Imagymnastics in breach of safeguarding, insurance, IGA membership or Legacy Affiliation requirements.
- Participation cannot safely continue despite reasonable efforts to manage an identified risk.

## 6. NOTICES

### Formal written communication should be sent to:

[Imagymnastics@gmail.com](mailto:Imagymnastics@gmail.com)

Parents/carers are responsible for ensuring that the email address and contact information held by Imagymnastics remain current.

## 7. COURSE FEES & PRICE CHANGES

Course fees are reviewed annually and may be adjusted to reflect costs including venue hire, equipment, staffing, insurance and administration.

- Imagymnastics will provide at least two months' written notice of an intended increase in course fees.
- Parents/carers may end their child's place by giving the required notice if they do not wish to continue following an increase.

## 8. MEDICAL CONSENT, HEALTH & SAFETY

Parents/carers must provide full and accurate medical information and notify Imagymnastics promptly of any changes.

In the event of an accident or emergency:

- Appropriately trained staff will administer first aid within the limits of their training.
- Appropriate accident or incident records will be completed.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Parents/carers will be informed as appropriate.
- Emergency services will be contacted where necessary.

Imagymnastics will follow applicable IGA health and safety, first aid, gymnast-to-coach ratio, injury/illness, medication and equipment requirements together with the club's own risk assessments and procedures.

Appropriate risk assessments, emergency procedures, first-aid arrangements, accident/incident records and safe supervision arrangements will be maintained for our venues and activities.

Coaching ratios and supervision will take account of the activity, gymnast age, ability, additional needs, coach qualifications and current applicable IGA requirements.

Coaches must not coach skills or activities beyond the level for which they are appropriately qualified, recognised and insured.

## 9. GENERAL

- Membership and class places are non-transferable.
  - IGA gymnast membership is personal to the gymnast.
  - Imagymnastics may make reasonable changes to timetables, course dates or locations where necessary.
  - Prompt payment helps Imagymnastics maintain appropriate staffing, equipment and safe class sizes.
- 

## CODE OF CONDUCT

Author: Rebecca Smith on behalf of Imagymnastics Ltd

Date reviewed: 8th September 2026

Next review date: August 2027, or sooner if IGA requirements change

## POLICY STATEMENT

Imagymnastics is committed to providing a positive, safe, inclusive and respectful environment in which children and young people can develop confidence, discipline, enjoyment and physical skills through gymnastics and trampoline.

This Code of Conduct applies to gymnasts, parents/carers, staff, coaches, assistants and volunteers.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

## 1. CODE OF CONDUCT FOR GYMNASTS

### Gymnasts are expected to:

- Respect coaches, volunteers and other gymnasts.
- Follow safety instructions.
- Treat others with kindness and fairness.
- Avoid bullying, harassment, discrimination or exclusion.
- Arrive appropriately dressed and on time.
- Use equipment only when authorised and supervised.
- Use appropriate language.
- Report worries, injuries or concerns to a trusted adult, coach or Welfare Officer.
- Follow applicable Imagymnastics and IGA safeguarding and Safe Sport expectations.

## 2. CODE OF CONDUCT FOR PARENTS/CARERS

### Parents/carers agree to:

- Ensure children are dropped off and collected appropriately.
- Inform us of lateness or absence where possible.
- Avoid entering the training area during sessions unless invited.
- Communicate respectfully with coaches, volunteers and staff.
- Raise concerns privately and constructively.
- Keep contact, medical and emergency information updated.
- Pay fees by published due dates.
- Support Imagymnastics policies and applicable IGA safeguarding, equality, anti-bullying and Safe Sport requirements.
- Encourage effort, enjoyment and personal progress.
- Ensure accompanying siblings or spectators follow club rules.

## 3. UNACCEPTABLE BEHAVIOUR

### Examples include:

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Verbal abuse, aggression or threatening behaviour.
- Bullying, harassment, discrimination or exclusion.
- Deliberately unsafe use of equipment.
- Disrupting sessions.
- Recording children or sessions without permission.
- Inappropriate language or conduct.
- Conduct that compromises safeguarding, welfare or Safe Sport standards.

## 4. CONSEQUENCES OF BREACHES

Where appropriate, Imagymnastics may use:

1. An informal discussion.
2. A meeting with the parent/carer.
3. A formal meeting involving management and/or the Welfare Officer.
4. Suspension or termination where conduct is serious or ongoing.

Serious matters involving safety, safeguarding, abuse or discrimination will be referred without delay to the Welfare Officer and, where appropriate, to the IGA Safeguarding Team and/or statutory authorities.

---

## PRIVACY POLICY

Author: Rebecca Smith on behalf of Imagymnastics Ltd

Date reviewed: 8th September 2026

Next review date: August 2027, or sooner if IGA requirements change

Imagymnastics takes privacy seriously and aims to keep personal information safe, secure and appropriately used.

This policy operates in accordance with UK GDPR and the Data Protection Act 2018.

### 1. DATA CONTROLLER

Imagymnastics Ltd is the data controller for information collected for club administration.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

Information may also be shared with IGA for affiliation, gymnast/coach membership, insurance, safeguarding, qualifications, compliance or event participation. IGA processes information in accordance with its own data-protection responsibilities.

## 2. INFORMATION WE MAY COLLECT

### This may include:

- Names and contact details.
- Dates of birth.
- Emergency contacts.
- Medical information and allergies.
- Disabilities and additional needs.
- Learning, communication, sensory or emotional support information.
- Attendance and performance information.
- Accident or incident records.
- Photographs/videos where applicable consent has been provided.
- Payment information.
- Coach/volunteer qualifications, vetting/DBS status, safeguarding records and role information.

## 3. WHY WE USE INFORMATION

### Information may be used for:

- Registration and class administration.
- Communication.
- Emergency contact.
- Safe and inclusive participation.
- Payments.
- Attendance and progression records.
- Events and competitions.
- Safeguarding and legal responsibilities.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Registering and maintaining IGA membership and applicable insurance.
- Linking and maintaining relevant gymnast, workforce and club records through the IGA/JustGo system.
- Meeting Legacy Affiliation and compliance requirements.

## 4. LEGAL BASIS

Depending on the purpose and type of information being processed, Imagymnastics may rely on an appropriate lawful basis including:

- Contract.
- Legal obligation.
- Legitimate interests.
- Consent.

Health, disability and other special-category information will only be processed where an appropriate additional condition under data-protection law applies.

## 5. PHOTOGRAPHY & MEDIA

Images will only be taken and used in accordance with our Social Media, Photography & Videography Policy, safeguarding arrangements and applicable consent.

## 6. DATA SHARING

**Information may be shared where necessary:**

- For safeguarding or legal reasons.
- In an emergency.
- For competitions or official events.
- With appropriate service providers.
- With IGA for membership, Legacy Affiliation, insurance, safeguarding, qualifications and compliance purposes.
- With statutory agencies where required or appropriate.

Information will be shared lawfully, proportionately and only where necessary.

## 7. DATA SECURITY

### Measures include:

- Password protection.
- Restricted access.
- Staff awareness and training.
- Secure storage and disposal.
- Appropriate breach procedures.

## 8. RETENTION

Information will be retained only for as long as necessary, taking account of legal, safeguarding, insurance and operational requirements.

Where safeguarding, legal or applicable IGA requirements require particular records to be retained for a specified or longer period, those requirements will be followed.

## 9. YOUR RIGHTS

Depending on the circumstances, individuals may have rights including:

- Access.
- Correction.
- Erasure where applicable.
- Withdrawal of consent.
- Restriction or objection.
- Data portability where applicable.
- The right to complain to the Information Commissioner's Office.

ICO:

<https://www.ico.org.uk/>

Telephone:

0303 123 1113

## 10. CONTACT

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

Data Protection Lead: Rebecca Smith

Email: [Imagymnastics@gmail.com](mailto:Imagymnastics@gmail.com)

Telephone: 07843 482 491

---

## SOCIAL MEDIA, PHOTOGRAPHY & VIDEOGRAPHY POLICY

Author: Rebecca Smith on behalf of Imagymnastics Ltd

Date reviewed: 8th September 2026

Next review date: August 2027, or sooner if IGA requirements change

### POLICY PURPOSE

Imagymnastics places children's safety, privacy and wellbeing at the centre of how photographs and videos are taken, stored and shared.

This policy operates alongside applicable IGA safeguarding, photography and Safe Sport requirements, UK GDPR and the Data Protection Act 2018.

### WHY WE USE PHOTOGRAPHS AND VIDEOS

#### Appropriate media may be used to:

- Celebrate achievements.
- Support coaching and learning.
- Share approved club highlights.
- Create newsletters or promotional material.

### CONSENT

- Parents/carers are asked about media consent.
- Consent may be given or withheld.
- Consent preferences may be changed.
- Children's own wishes should also be respected where appropriate.

### KEEPING MEDIA SAFE

- Images must be appropriate.
- Unnecessary identifying information should not be published.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Media should be stored securely.
- Access should be appropriately restricted.
- Media should be deleted when no longer required, subject to lawful retention requirements.

## WHAT IS NOT ALLOWED

- Unapproved livestreaming.
- Parents or visitors recording normal training without permission.
- Inappropriate images.
- Images being used in a way that places a child at risk.
- Private coach/volunteer social-media contact with children.
- Unauthorised use of personal devices to photograph or record gymnasts.

## MONITORING

Breaches may be managed under safeguarding or disciplinary procedures.

This policy will be reviewed in line with applicable IGA Safe Sport and photography guidance.

---

## COMMUNICATION POLICY

Author: Rebecca Smith on behalf of Imagymnastics Ltd

Date reviewed: 8th September 2026

Next review date: August 2027, or sooner if IGA requirements change

### 1. GENERAL PRINCIPLES

All communication should be respectful, professional and appropriate.

Safeguarding concerns must be reported without delay through the appropriate safeguarding route.

### 2. STAFF AND VOLUNTEER COMMUNICATION

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

Staff communication may take place through approved email, telephone or group messaging arrangements.

Confidentiality and professional boundaries must be maintained.

## 3. COMMUNICATION WITH PARENTS/CARERS

Formal changes relating to registration, contact information or medical needs should be sent to:

[Imagymnastics@gmail.com](mailto:Imagymnastics@gmail.com)

Class WhatsApp groups may be used with appropriate consent for announcements, reminders and class information.

## 4. COMMUNICATION WITH CHILDREN AND YOUNG PEOPLE

Coaches and volunteers must not engage in one-to-one private digital communication with any participant under 18 using personal calls, private messages, WhatsApp, social media or similar communication.

Communication involving children should use transparent and approved channels and include the parent/carer or another appropriate authorised adult.

### Exceptions may include:

- A child making a safeguarding disclosure directly to the Welfare Officer.
- An approved group involving a parent/carer and appropriate club adults.
- Appropriate email communication where the parent/carer is copied.

Direct private communication with a child outside approved arrangements may result in disciplinary and/or safeguarding action.

---

## SAFEGUARDING & WELFARE POLICY

Author: Rebecca Smith on behalf of Imagymnastics Ltd

Date reviewed: 8th September 2026

Next review date: August 2027, or sooner if IGA requirements change

## 1. POLICY STATEMENT

The welfare of children and young people is paramount.

Every child has the right to protection from harm, abuse, neglect, bullying and exploitation.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

Imagymnastics is committed to creating a safe gymnastics environment and responding appropriately to safeguarding concerns.

## 2. LEGAL & BEST-PRACTICE FRAMEWORK

### This policy takes account of:

- Children Act 1989 and 2004.
- Working Together to Safeguard Children.
- NSPCC/CPSU sports safeguarding guidance.
- Independent Gymnastics Association Safeguarding Policy, Safe Sport framework and associated mandatory safeguarding and operational requirements.

## 3. SCOPE

### This policy applies to:

- Coaches.
- Assistants.
- Staff.
- Volunteers.
- Parents/carers.
- Children and young people.
- Adults at risk participating in Imagymnastics activities.

## 4. ROLES & RESPONSIBILITIES

The Directors are responsible for ensuring safeguarding arrangements are implemented appropriately throughout Imagymnastics.

Directors: Rebecca Smith and Holly Morris

Email: [Imagymnastics@gmail.com](mailto:Imagymnastics@gmail.com)

Telephone: 07843 482 491 / 07507 140 743

All coaches, assistants, staff and volunteers are responsible for following safeguarding procedures and reporting concerns without delay.

## 5. WELFARE OFFICER

## **The Welfare Officer is responsible for:**

- Being an accessible point of contact for safeguarding concerns.
- Supporting safeguarding procedures.
- Maintaining appropriate confidential safeguarding records.
- Raising safeguarding awareness.
- Maintaining applicable IGA welfare compliance.
- Liaising with the IGA Safeguarding Team where required or appropriate.

The Welfare Officer must be independent and non-conflicted in accordance with current IGA requirements. The Welfare Officer must not simultaneously act as a coach and must not have a family or other relationship with the Head Coach/coaching leadership that creates a prohibited safeguarding conflict.

The Welfare Officer must maintain current safeguarding training, appropriate vetting/Enhanced DBS requirements and IGA/JustGo credentials required for the role.

Welfare Officer: Jessica Edmead

Email: [jessica.edmead17@gmail.com](mailto:jessica.edmead17@gmail.com)

Telephone: 07969 212 442

## **6. SAFE RECRUITMENT & WORKFORCE COMPLIANCE**

All coaches, assistants and relevant staff/volunteers working with children must meet applicable IGA safer-recruitment and workforce compliance requirements for their age and role.

### **Requirements include, where applicable:**

- Appropriate identity and recruitment checks.
- References.
- An in-date Enhanced DBS check or applicable equivalent for those required to hold one.
- Current safeguarding training accepted by IGA.
- Appropriate coaching qualifications for the activities and skills being delivered.
- Active IGA membership and insurance appropriate to the role.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- An active and accurate IGA/JustGo profile.
- Current qualifications, safeguarding, vetting and insurance credentials recorded where required.

Coaches and assistants must only undertake duties within the limits of their qualifications, experience, age and required supervision arrangements.

Imagymnastics will not knowingly permit an individual to coach, supervise or support sessions where mandatory compliance requirements are absent, pending, expired or otherwise not accepted by IGA.

Where required by IGA, the individual will be removed from coaching or other relevant duties until compliance has been restored.

## 7. STAFF CODE OF CONDUCT

### **Staff and volunteers must:**

- Maintain professional boundaries.
- Communicate respectfully.
- Avoid inappropriate physical contact.
- Promote a safe, supportive and inclusive environment.
- Use approved communication channels.
- Report safeguarding concerns.
- Follow applicable Imagymnastics and IGA safeguarding, conduct and Safe Sport requirements.

## 8. RATIOS, QUALIFICATIONS & SUPERVISION

Imagymnastics operates in accordance with applicable IGA gymnast-to-coach ratio and supervision requirements and the needs of the activity being delivered.

Ratios and supervision arrangements will take account of:

- Age.
- Ability.
- Additional needs.
- Apparatus.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Venue risk.
- Coach qualifications.
- The nature of the activity.

Imagymnastics will maintain the coaching workforce required for Legacy Affiliation. This includes having the appropriately registered and qualified coaches required by IGA, including the required Level 2 qualification in the relevant discipline.

Every coach must work within the limits of their qualification and supervision requirements.

Lone working with a child is not permitted.

Where appropriate supervision, qualifications or required ratios cannot be maintained, an activity will be adapted, restricted, paused or stopped until safe arrangements can be restored.

## 9. PHOTOGRAPHY, FILMING & SOCIAL MEDIA

- Appropriate consent will be obtained.
- Unnecessary identifying information should not be published.
- Livestreaming must not occur without appropriate approval and safeguarding consideration.
- Personal devices must not be used inappropriately.
- Applicable IGA safeguarding, photography and Safe Sport requirements will be followed.

## 10. WEIGHING & BODY IMAGE

- Imagymnastics does not routinely weigh gymnasts.
- Coaches must not make inappropriate comments about a gymnast's weight, size or shape.
- Healthy and respectful attitudes towards bodies and participation should be promoted.
- Genuine medical concerns should be raised appropriately with the parent/carers and, where appropriate, relevant health professionals.

## 11. TRANSPORT, LATE COLLECTION & MISSING CHILDREN

Staff will not routinely transport children.

### Where a child is collected late:

- Parents/carers will be contacted.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Emergency contacts may be used.
- The child will not be left unattended.
- Appropriate safeguarding services may be contacted where necessary.

A missing child will be treated as a safeguarding matter and emergency services contacted where required.

## 12. REPORTING SAFEGUARDING CONCERNS

All safeguarding concerns, allegations or disclosures must be reported without delay to the Welfare Officer and/or IGA Safeguarding Team as appropriate.

If a child or another person is in immediate danger, emergency services must be contacted immediately.

Where a concern meets the threshold for referral to Children's Social Care, the Local Authority Designated Officer (LADO), police or another statutory safeguarding agency, referral must not be delayed while an internal club investigation or complaints process takes place.

Safeguarding records must be factual, confidential, securely stored and shared only where necessary and lawful.

Parents/carers, gymnasts, staff and volunteers may contact the IGA Safeguarding Team directly if they do not feel able to raise a concern within Imagymnastics or believe a safeguarding matter has not been dealt with appropriately.

IGA Safeguarding Team:  
[safeguarding@igauk.com](mailto:safeguarding@igauk.com)

IGA Safe Sport information:  
<https://www.independentgymnastics.com/safe-sport/>

Safeguarding concerns do not need to go through the Imagymnastics complaints procedure before being reported to the Welfare Officer, IGA or statutory authorities.

## 13. ALLEGATIONS AGAINST STAFF OR VOLUNTEERS

Any allegation against a coach, employee, assistant or volunteer will be taken seriously and managed in accordance with local safeguarding procedures and applicable IGA safeguarding requirements.

Where appropriate, the matter may be referred without delay to:

- The Local Authority Designated Officer (LADO).

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Children's Social Care.
- Police.
- IGA Safeguarding Team.

Imagymnastics will not conduct an internal investigation in a way that could interfere with or prejudice a statutory safeguarding investigation.

## 14. SAFE ENVIRONMENTS

**Imagymnastics will maintain:**

- Venue risk assessments.
- Equipment checks.
- Emergency procedures.
- Appropriate first-aid provision.
- Accident and incident records.
- Appropriate supervision.
- Applicable IGA safety and operational requirements.

## 15. INCLUSION & SEND

Imagymnastics is committed to inclusive participation and making reasonable adjustments wherever safe and reasonably practicable.

We recognise that every child is an individual and that children with SEND or additional needs may require different approaches to communication, participation, supervision or learning.

Please see our separate Inclusion, SEND & Additional Needs section for full details of our approach and commitment.

## 16. DIGITAL COMMUNICATION

One-to-one private messaging between staff/volunteers and a child under 18 is not permitted.

Communication must use approved and transparent channels and follow the Communication Policy.

## 17. LEGACY AFFILIATION & ONGOING IGA COMPLIANCE

Imagymnastics holds Legacy Affiliation with the Independent Gymnastics Association.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

Legacy is IGA's full club affiliation tier. Imagymnastics will therefore maintain the membership, insurance, safeguarding, coaching, welfare, governance and operational standards required for Legacy Affiliation.

All active gymnasts participating in our regular gymnastics programmes will be appropriately registered and insured with IGA in accordance with Legacy Affiliation requirements.

Coaches, assistants and other relevant workforce members must hold the membership, insurance, safeguarding, vetting and coaching credentials required by IGA for their role and activities.

Required records relating to the club, gymnasts, coaches, assistants, Welfare Officer, venues and operations will be maintained accurately and kept current through IGA/JustGo where required.

Imagymnastics will report relevant workforce, venue or operational changes to IGA within 5 working days where required under current IGA policy.

Any suitability or safeguarding concern that IGA requires to be reported immediately will be reported without delay.

Imagymnastics will cooperate with IGA compliance checks, audits and reasonable requests for supporting evidence.

Where a member of the workforce becomes non-compliant, Imagymnastics will take the action required by IGA, including temporarily removing the individual from relevant duties where necessary until compliance is restored.

Where IGA publishes a mandatory change to its policies or requirements, Imagymnastics will review its procedures and update these Operating Policies where necessary.

Failure to maintain applicable IGA requirements may affect Legacy Affiliation, SafeClub status, insurance or the activities the club is permitted to deliver. Imagymnastics therefore reserves the right to suspend participation, coaching duties or relevant activities where reasonably necessary to protect participants or restore compliance.

## 18. CONSULTATION & FEEDBACK

Imagymnastics welcomes feedback from gymnasts, families, staff and volunteers to improve safeguarding and operational practice.

## 19. MONITORING & REVIEW

**This policy will be reviewed annually and sooner following:**

- A significant safeguarding incident.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- A relevant change in legislation.
- A significant change in IGA requirements.
- A significant change in the club's services or operations.

## 20. USEFUL CONTACTS

### Imagymnastics Welfare Officer

Jessica Edmead

Email: [jessica.edmead17@gmail.com](mailto:jessica.edmead17@gmail.com)

Telephone: 07969 212 442

### Bexley Children's Social Care / MASH

Telephone: 0203 045 5440

Out of Hours: 0208 303 7777

Email: [Childrensocialcare.admin@bexley.gov.uk](mailto:Childrensocialcare.admin@bexley.gov.uk)

### Local Authority Designated Officer (LADO)

Telephone: 0203 045 3436

Email: [Lado@bexley.gov.uk](mailto:Lado@bexley.gov.uk)

### NSPCC

**Helpline: 0808 800 5000**

### Independent Gymnastics Association

Safeguarding Team: [safeguarding@igauk.com](mailto:safeguarding@igauk.com)

General Enquiries: [info@igauk.com](mailto:info@igauk.com)

Telephone: 0345 319 7000

### Police

**101 – non-emergency**

**999 – emergency**

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

## COMPLAINTS POLICY

Author: Rebecca Smith on behalf of Imagymnastics Ltd

Date reviewed: 8th September 2026

Next review date: August 2027, or sooner if IGA requirements change

### 1. INTRODUCTION

Imagymnastics is committed to maintaining high standards of service, safety and communication.

Complaints provide an opportunity to resolve concerns, learn and improve our services.

### 2. WHAT IS A COMPLAINT?

#### A complaint may relate to:

- Staff or coach conduct.
- Session delivery.
- Safety.
- Administration.
- Communication.
- Inclusion.
- Membership.
- Safeguarding.
- Application of club policies.

### 3. WHO CAN COMPLAIN?

#### Complaints may be raised by:

- Gymnasts.
- Parents/carers.
- Coaches.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Staff.
- Volunteers.
- Visitors or other relevant individuals.

Children may raise concerns directly and do not need to make a complaint through a parent/carer.

## 4. HOW TO MAKE A COMPLAINT

Designated Complaints Officer:

Shaun Smith – Company Secretary

Email:

[Imagymnastics@gmail.com](mailto:Imagymnastics@gmail.com)

Telephone:

07843 482 491

### **Post:**

Imagymnastics Ltd  
Complaints Officer  
11a Sandhurst Road  
Sidcup  
DA15 7HL

Formal complaints will normally be acknowledged within three working days.

## 5. INFORMAL RESOLUTION

Where appropriate, minor concerns may initially be discussed with the relevant coach or manager.

Safeguarding allegations, serious safety concerns or allegations involving staff must not be delayed by attempting informal resolution first.

## 6. FORMAL COMPLAINTS

Formal complaints should normally be submitted in writing.

### Imagymnastics will:

1. Acknowledge the complaint.
2. Review the information.
3. Investigate appropriately.
4. Maintain appropriate records.
5. Provide a written response, normally within 10 working days where reasonably practicable.

If additional time is required, the complainant will be informed where reasonably practicable.

## 7. REVIEW

A complainant who remains dissatisfied may request a review by an appropriate person who was not responsible for the original decision where possible.

## 8. EXTERNAL COMPLAINTS & IGA ESCALATION

Where a complaint relates to IGA membership, Legacy Affiliation, IGA services or a matter within IGA's remit, the complainant may use the applicable IGA complaints process where appropriate.

Safeguarding concerns do not need to wait for the internal complaints process.

IGA Safeguarding Team:  
[safeguarding@igauk.com](mailto:safeguarding@igauk.com)

IGA General Enquiries:  
[info@igauk.com](mailto:info@igauk.com)

Telephone:  
0345 319 7000

IGA Safe Sport:  
<https://www.independentgymnastics.com/safe-sport/>

Where there is immediate risk, suspected criminal conduct or a serious child-protection concern, statutory agencies must be contacted as appropriate.

## 9. CONFIDENTIALITY

Complaints will be handled with appropriate confidentiality.

Information will only be shared where necessary to investigate, safeguard individuals or meet legal or applicable IGA requirements.

## 10. RECORD KEEPING

Complaints, investigations and outcomes will be securely recorded and retained in accordance with UK GDPR, safeguarding requirements and applicable IGA requirements.

## 11. LEARNING & IMPROVEMENT

Complaint outcomes will be reviewed to identify improvements to safeguarding, communication and service delivery.

---

## INCLUSION, SEND & ADDITIONAL NEEDS

Imagymnastics is committed to providing a welcoming, inclusive and respectful environment where every child is valued as an individual and is given the opportunity to enjoy and participate in gymnastics wherever it is safe and appropriate for them to do so.

From 2026, Imagymnastics is introducing dedicated SEND gymnastics classes for children and young people with Special Educational Needs and Disabilities (SEND) and other additional needs.

This is a new and developing area of our provision. We recognise that we will continue to learn as the programme grows, and we are committed to listening to the children and young people who attend, their parents/carers and our coaching team so that we can adapt and improve our sessions over time.

Our aim is to create sessions that are flexible, supportive, enjoyable and responsive to the individual needs of the children taking part.

## OUR COMMITMENT

### Imagymnastics aims to:

- Provide a safe, welcoming and inclusive environment for children and young people with SEND and additional needs.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Recognise that every child is different and that there is no single approach that will suit every gymnast.
- Listen to children and young people and take their views, preferences and experiences into account wherever possible.
- Work closely and positively with parents/carers, recognising that they know their child best.
- Learn from feedback and make reasonable changes to our SEND programme as our experience and understanding develops.
- Adapt coaching methods, communication and activities where appropriate and within the coach's qualifications and competence.
- Promote confidence, enjoyment, physical development, independence, friendships and a sense of belonging.
- Treat every child with dignity, patience, fairness and respect.
- Challenge bullying, discrimination, exclusion or inappropriate language relating to disability, additional needs or difference.

## WORKING IN PARTNERSHIP WITH FAMILIES

Parents/carers are an important part of the development of our SEND gymnastics programme.

We welcome open communication and encourage families to share information that will help us understand and support their child.

Before a child starts, or as we get to know them, we may ask about:

- Communication needs and preferred methods of communication.
- Sensory preferences or sensitivities.
- Physical or mobility needs.
- Medical conditions or medication.
- Emotional or behavioural support needs.
- Known triggers or sources of anxiety.
- Strategies that work well at home, school or in other settings.
- Activities the child particularly enjoys or finds difficult.
- Anything else that may help us provide a positive and safe experience.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

Parents/carers are encouraged to keep Imagymnastics informed of significant changes in their child's needs.

## LEARNING AND DEVELOPING OUR SEND PROGRAMME

As SEND gymnastics is a developing area for Imagymnastics, we do not expect our approach to remain unchanged.

We will regularly review how sessions are working and use feedback from children, parents/carers and coaches to shape and improve our programme.

### Changes may include adjustments to:

- Class structure.
- Session length.
- Group sizes.
- Coaching methods.
- Visual or communication supports.
- Sensory arrangements.
- Equipment use.
- Transitions between activities.
- Parent/carer involvement.
- Individual support arrangements.

Where something is not working well, we will aim to understand why and consider reasonable changes that could improve the child's experience.

We welcome constructive feedback and want families to feel comfortable sharing what is working well and what could be improved.

## REASONABLE ADJUSTMENTS

Where safe, appropriate and reasonably practicable, adjustments may include:

- Clearer or shorter instructions.
- Visual demonstrations or prompts.
- Additional processing time.
- Repetition and reassurance.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Adapted activities or progressions.
- Additional rest or regulation breaks.
- A predictable session routine.
- Reducing unnecessary sensory stimulation where possible.
- Additional time to become familiar with activities or equipment.
- Adjusting expectations to suit the individual gymnast.
- Working with parents/carers to agree appropriate support strategies.

## **Adjustments will always be considered alongside:**

- Safety.
- Appropriate supervision.
- Coach qualifications and competence.
- Available staffing.
- The needs of other participants.
- Venue and equipment considerations.
- Applicable IGA requirements.

## **CHILD-CENTRED APPROACH**

Our SEND gymnastics programme will be child-centred.

We do not expect every child to progress in the same way or at the same pace.

For one child, success may mean achieving a new gymnastics skill. For another, it may mean:

- Entering the gym confidently.
- Joining a group activity.
- Following part of a routine.
- Trying new equipment.
- Communicating with a coach.
- Managing a transition.
- Developing confidence or independence.

All of these achievements are valued.

## BEHAVIOUR AS COMMUNICATION

Imagymnastics recognises that behaviour can sometimes communicate:

- An unmet need.
- Anxiety.
- Sensory overload.
- Frustration.
- Difficulty understanding instructions.
- Communication difficulties.
- Difficulty regulating emotions.

Where behaviour becomes challenging, we will aim to understand what may be contributing to it rather than automatically treating the behaviour as misconduct.

We will work with the child and their parent/carer to identify appropriate support strategies wherever possible.

However, we must also maintain a safe environment for the individual child, other gymnasts, coaches and staff.

If behaviour creates a significant or ongoing safety risk, we may need to pause, adapt or review participation while working with the family to identify a safe way forward.

## PARENT/CARER INVOLVEMENT

Depending on the individual child and class structure, parents/carers may sometimes be invited to remain nearby or support their child's transition into sessions.

The level of involvement may change as the child becomes more comfortable and independent.

Any arrangement will be discussed with the family and coaching team and will take account of safeguarding, insurance and supervision requirements.

## SAFETY & SUITABILITY

Imagymnastics aims to include as many children as possible, but inclusion must always be balanced with safe practice.

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

Before or during participation, we may undertake an individual assessment or discuss an appropriate support plan where a child's needs could significantly affect their safety or participation.

The purpose of this process is not to exclude a child. It is to help us understand what support, adjustments or staffing may be required.

Where we are not yet able to safely meet a child's needs with our current staffing, qualifications, facilities or resources, we will explain this openly and sensitively and discuss what may need to change before participation can safely take place.

Decisions will be based on the individual child's needs, safety and the club's ability to provide appropriate support, not simply on a diagnosis, disability or SEND label.

## **SEND STAFF DEVELOPMENT**

Because SEND gymnastics is a developing area for Imagymnastics, we recognise that our knowledge, experience and practice will continue to grow.

SEND provision requires ongoing learning and reflective practice. Coaches delivering SEND sessions will be encouraged to undertake relevant disability, neurodiversity, inclusive coaching and SEND development opportunities appropriate to their roles.

We will make use of appropriate IGA inclusive coaching, disability awareness and SEND resources as our programme develops.

Coaches will be encouraged to reflect on what they learn from individual children and families and share appropriate good practice within the coaching team.

## **DIGNITY, RESPECT & BELONGING**

Every child attending Imagymnastics should feel welcomed, respected and that they belong.

We celebrate individual strengths and recognise that progress looks different for every gymnast.

Success at Imagymnastics is not measured only by gymnastics skills or physical achievement.

Confidence, enjoyment, communication, independence, participation, friendship and personal development are equally important.

## **FEEDBACK & CONTINUOUS IMPROVEMENT**

We welcome feedback from children, parents/carers and coaches about our SEND gymnastics provision.

As the programme develops, we will review our practice and make appropriate changes based on:

# IMAGYMNASTICS LTD

Belvedere Community Centre Mitchell Close DA17 6AA

- Experience.
- Feedback.
- Safeguarding requirements.
- Staff development.
- IGA requirements and guidance.
- The needs of the children attending.

Our commitment is to keep learning, keep listening and continue developing our SEND gymnastics programme so that it becomes as safe, supportive, inclusive and enjoyable as possible.

---

## POLICY REVIEW & ONGOING COMPLIANCE

Imagymnastics will review these Operating Policies at least annually and sooner where there is:

- A significant safeguarding incident.
- A change in relevant legislation.
- A material change in IGA requirements.
- A significant change to the services provided by Imagymnastics.
- Learning identified through complaints, incidents or feedback.
- Learning arising from the development of our SEND gymnastics programme.

As a Legacy Affiliated club, Imagymnastics will maintain current records and compliance information required by IGA and will report relevant workforce, venue or operational changes within the applicable IGA timescales, including within 5 working days where required.

Current IGA policies and requirements may change during the year. Where this document conflicts with a mandatory current IGA requirement, the current IGA requirement will be followed and this document updated as soon as reasonably practicable.

Last reviewed: 8th September 2026

Next planned review: August 2027, or sooner if required.