

## Code of Conduct for parents/guardians

As a parent/guardian of a club member we understand you have the right to:

- Be assured that your child is safeguarded during their time with us.
- Know how to access our club policies, rules and procedures.
- Know who the Welfare Officer is and how to contact them.
- Know that any concerns about your child's welfare will be listened to and responded to.
- Know what qualifications and training those with responsibility for your child have.
- Be informed of problems or concerns relating to your child, where appropriate.
- Know the procedure should your child be involved in an accident or become injured.
- Provide your consent or otherwise for photography and trips away.
- Make a complaint to the club committee or Welfare Officer (as appropriate).

As a parent/guardian of a club member we expect you to:

### Essentials

- 1 Make sure your child has the right kit for training and competitions as well as enough food and drink.
- 2 Ensure your child arrives to sessions on time and is picked up promptly.
- 3 Inform us if you're running late to collect your child or if your child is going home with someone else.
- 4 Complete all consent, contact and medical forms and update us straight away if anything changes.
- 5 Maintain a good relationship with your child's coach or teacher.
- 6 Tell us if you wish to talk to us about any concerns regarding your child. We will arrange a mutually convenient time so you can talk to us.
- 7 Not enter poolside or interrupt training or competitions unless in an emergency situation.