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## Advice for Caregivers

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This sheet is designed to help parents and caregivers understand what to do if they are concerned about any issue.

The Christchurch School of Gymnastics encourages open communication and prefers that you come to us so that we may have the opportunity to talk through a problem rather than discuss it in the community. It is our job to be fair and to listen to your concerns, but this involves your support as well.

We hope that these guidelines will be of some assistance, so that you feel confident to approach us if you have a concern.

You may also refer to our Concerns Policy.

**“Flipping  
BRILLIANT”**

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## Contacts

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| <b>CEO</b>   | <b>Avril Enslow</b>     |
| <b>GFA Manager</b>   | <b>Marie Lakin</b>      |
| <b>Artistic Director</b>   | <b>Sasha Pozdniakov</b> |
| <b>MAG Head Coach</b>  | <b>Wesley Chirima</b>   |
| <b>MAG Co-ordinator</b>  | <b>Ben Ellis</b>        |
| <b>WAG Head Coach</b>  | <b>Rian Reza</b>        |
| <b>WAG Co-ordinator</b>  | <b>Tammy Tahuhu</b>     |
| <b>TRA Manager + H&amp;S</b>   | <b>Will Rotte</b>       |
| <b>Schools Co-ordinator +<br/>Membership Manager +<br/>Child &amp; Member Advocate</b> | <b>Kendra Street</b>    |
| <b>Admin Manager</b>   | <b>Donna Evans</b>      |



## CONCERNS PROCEDURE

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**An Information Brochure  
For Gymnasts and Caregivers**

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[www.chchgymnastics.com](http://www.chchgymnastics.com)

Ph 03 3886616

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## What do I do if I have a concern?

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If you and/or your gymnast has a concern contact their coach with a view to making a time to discuss the situation. The coach may not be able to talk to you when you approach them, so it is best to make a time when you are both free. Email the Head Coach or Manager to pass the message to the relevant coach or leave a message at reception for them to contact you. Please provide some indication regarding the concern, and the time required to discuss this.

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If the matter concerns a coach and/or is a programme issue, the relevant Head Coach, Manager or CEO should be consulted. Email them or leave a message at reception for them to contact you. Please provide some indication regarding the concern, and the time required to discuss this.

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There is an official concerns form which can be requested from reception if you would like to use it.

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Talk with the relevant coach, Head Coach or Manager about the issue and be prepared to listen to another point of view. The CEO may delegate this to the Membership Manager / Child Advocate if the concern requires their assistance.

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Provide feedback to the Head Coach, Manager or CEO as to whether you were satisfied or not, to ensure the problem is resolved.

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Our website has a "suggestion box" feature where you can leave us feedback anonymously, or enter your name and email address and we can contact you.

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## What if I do this - But the problem is not solved?

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Any further concerns relating to the gymnastics programme or a coach should be directed to the CEO, who will investigate the matter and seek to resolve it as informally as possible.

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At the CEO's discretion the Chair of the Board may be informed regarding the concerns expressed.

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If the concern is still not resolved to your satisfaction, the procedure for formal complaints should be adopted, i.e. put the complaint in writing and hand to the office marked: "For the attention Chair of the Board – Confidential".

The Board will contact you directly with a view to resolving the problem.

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If there is no resolution an independent mediator will be appointed to review the concern.

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## Guidelines

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Approach a Coach with your concerns when they are **not** coaching.



Problems should not be discussed in front of gymnasts and other parents – either at the gym or at home.



We ask that our staff show respect for you and ask that you show respect for them.



The first person you should see regarding your concern is the person closest to the problem.



If you have concerns regarding someone else's child, you must approach the Coach **NOT** the child or the parents.



There are usually two sides to a story.



Check the eFB, newsletters, noticeboards and website. The staff names and their positions are there.

