
Advice for Caregivers

This sheet is designed to help parents and caregivers understand what to do if they are concerned about some aspect of gymnastics.

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.

Contacts

CEO	Avril Enslow
GFA Manager	Marie Lakin
MAG Code Manager	Toby Levine
WAG Code Manager	Terry Walker
TRA Code Manager	Paddy Kelly
Junior Development	Charlotte Dolden
Receptionist	Roberta Massey



CONCERNS PROCEDURE

**An Information Brochure
For Gymnasts and Caregivers**

**Flipping
Brilliant**



www.csg.org.nz

Phone 3886616
191-193 Travis Road, Christchurch
Recreation and Sport Centre
QEII Park
Christchurch

What do I do if I have a concern?



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. Leave a message at reception for them to contact you. Please make a time when you are both free, and provide some indication regarding the concern, and the time required to discuss this.



If the matter concerns a coach and/or is a programme issue, the relevant team leader or CEO should be consulted. Leave a message at reception for them to contact you. Please make a time when you are both free, and provide some indication regarding the concern, and the time required to discuss this.



Talk with the relevant coach or team leader about the issue and be prepared to listen to their point of view. The CEO may delegate this to membership manager if the concern requires their assistance.



Provide feedback to the coach, team leader or CEO as to whether you were satisfied or not, to ensure the problem is resolved.

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



Any further concerns relating to the gymnastics programme or a coach should be indicated to the Chief Executive Officer, who will look into the matter and seek to resolve it as informally as possible.



At the Chief Executive Officer's discretion the Chair of the Board may be informed regarding the concerns expressed.



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.



Handy Hints



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



Problems should not be discussed in front of gymnasts – 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



Look at CSG's noticeboard and website. The staff names and their positions are there.

