**PARENT/CARER CODE OF CONDUCT**

* I will complete and keep up to date the Medical Information and Emergency Contact details on Team App. I will report any changes in the state of my child’s health to the coach prior to training sessions or events.
* I will deliver and collect my child punctually to and from training sessions/events. I will inform a member of the committee or coaching staff if there is an unavoidable problem.
* If the organisation changes my child’s lane and/or changing times, I will remember the change is to provide appropriate levels of training and to enable my child to progress, and I should therefore support and encourage this at all times.
* I will ensure my child is properly and adequately attired for the training session/events including all mandatory equipment, e.g. drinks bottle, hats, goggles, etc.
* I will inform the coach before a session starts if my child is to be collected early from a training session/event and if so, by whom.
* I will encourage my child to obey the rules and teach them that they can only do their best.
* I will behave responsibly as a spectator during training/events and treat members, coaches, committee members, other parents of members and all official volunteers of both the Club and any other organisation with due respect, in accordance with the Swim England commitment to equality and diversity.
* I will not use inappropriate language within any club environment or other host venue.
* I will show appreciation and support my child and all the team members.
* I will ensure my child’s needs are met nutritionally and I will listen to any advice given by the Club or Health Professional.
* I will support the coach and committee appropriately and raise any concerns of a Safeguarding nature that I may have in an appropriate manner to the Club Welfare Officer.
* I will not enter poolside during a session unless requested to do so or in the event of an emergency involving my child.
* I will ensure I do not disrupt the flow of training or competition sessions. I will not assert parental influence with my child on coaching matters as this will confuse them.
* If I wish to have a discussion with any of the coaching staff, I will leave this until the end of the session and meet in reception to arrange an appropriate time if it is not convenient for them at that point. Alternatively, I will contact them by email.
* I will help my child to enjoy the sport and to achieve to the best of their ability.
* I will not press my desires or needs onto my child or give them negative feedback. I will leave the coach to look after the coaching process and be a supportive parent.
* I will support all efforts of the club to promote its swimmers, training, committee and coaching policy.
* I will ensure my fees are paid promptly.
* I will respond promptly to any requests for information from the club (e.g. gala/competition invites etc.).
* Smoking and alcohol consumption is not permitted within any training or competition facility. Any parent believed to have consumed alcohol prior to or during a training/competition will be asked to leave the facility.
* Support and adhere to all Club policies (e.g. Mobile Phone, Photography, Social Media etc.) and ensure my child understands them also.

**The organisation will:**

* Inform you at once if your child becomes ill and will ensure their wellbeing until you are able to collect them.
* Ensure good child safeguarding guidelines are followed at all times to keep your child safe.
* Ensure all activities are properly supervised/taught/coached and that consent is obtained for any activity outside of that previously agreed.

**You have a right to:**

* Make a complaint to the club if you feel the club or a member of the

organisation is not acting appropriately or in accordance with Swim England/club rules and regulations.

* Make a complaint on behalf of your child to the Swim England Office of Judicial Administration.