

Communication Policy for Tamworth Spartans Volleyball Club

Ensuring Safeguarding for Players 16 Years of Age and Older

Coaches and Staff:

- Maintain a professional tone in all communications, whether in person, via email, or on social media.
- Keep communication with players appropriate and focused on volleyball-related topics. Avoid personal or overly familiar interactions.
- When deemed necessary, include parents or guardians in communications involving players under 18 years of age.
- Messages should not be sent outside reasonable hours (e.g., no messages after 9 PM unless urgent).
- Use only designated communication channels such as official club emails or team messaging apps.

Players:

- Communicate respectfully with coaches, teammates, and club staff.
- Players aged 16 to 18 will be welcomed into their squad's exclusive WhatsApp and Spond groups, where designated safeguarding officers and/or coaching staff will actively monitor discussions to ensure their alignment with the club's policies.
- Adult members must not privately message players under 18 unless a parent or designated safeguarding officer is included in the conversation.
- Use only designated communication channels such as official club emails or team messaging apps.
- Report any inappropriate or concerning communication to a trusted adult or safeguarding officer.

Parents and Guardians:

- Stay informed about club communications and be involved in discussions about your child's participation and welfare.
- Provide written consent for players under 18 to participate in WhatsApp/Spond groups.
- Communicate respectfully with coaches, staff, and other parents.
- Support your child in following the club's communication guidelines and report any concerns promptly.

2. Social Media Policy

- All club-related social media communication conducted through official club accounts will be managed by authorized personnel, including the club's media team and safeguarding officers.
- Protect the privacy of players by avoiding the posting of personal information and ensure all images or videos have consent from those involved.
- Anyone sharing photos or videos from volleyball games or squad training must ensure all posted content is appropriate, respectful, and promotes the club's values and mission.

3. Data Protection & Privacy

- All communication must comply with UK GDPR regulations.
- Personal data collected through communication platforms (e.g., phone numbers, emails) will be securely stored and not shared without consent.
- Players and parents have the right to request access or deletion of personal data in accordance with the club's Data Protection Policy.

4. Reporting and Addressing Concerns

- To report inappropriate communication or safeguarding concerns, please contact the Club's Welfare Officer. Contact information and relevant safeguarding policies can be found on the club's website.
- All reports should be handled confidentially and with sensitivity.
- Any reported issues will be promptly addressed in line with club policies and safeguarding procedures.
- Any inappropriate language, bullying, harassment, or sharing of personal details is strictly prohibited. Violations will be addressed following **the club's disciplinary procedure**, which may include:
 - First Violation: Verbal warning and review of communication policy.
 - Second Violation: Temporary removal from communication channels.
 - Repeated or Serious Violation: Formal disciplinary action, including potential suspension from the club.

5. Emergency & Crisis Response Protocol

- If a player expresses distress, self-harm, or harm to others in any communication platform, immediate action will be taken:
 - Contact the Club Welfare Officer and, if necessary, appropriate safeguarding services.
 - Parents/guardians will be informed if it concerns a player under 18.
 - Emergency services will be contacted if there is an immediate risk to safety.

6. Policy Review & Compliance

- This policy will be reviewed annually by the Club Welfare Officer and Committee to ensure effectiveness.
- Amendments will be made as needed to reflect best practices and regulatory changes.
- Members will be informed of any updates and required to acknowledge and comply with them.

Conclusion

By adhering to this communication policy, we aim to create a safe, respectful, and supportive environment for all members of our volleyball club. The well-being of our players is our top priority, and we are committed to fostering a culture of respect and inclusivity through effective and appropriate communication.

