



## The Parent's Charter

**ESC welcomes the involvement of all parents and we hope that we will have a successful partnership with you, working together in encouraging your daughter or son to achieve their potential.**

**This Charter is designed to support the parents of ESC to have the knowledge and understanding of their duties and responsibilities to their child and the club, as well as the club's responsibilities and duties to them and their child.**

**Any breach of the Parent's Charter will be taken seriously and dealt with by the Club through the appropriate channels.**

### **The clubs provision**

You can expect the club to provide:

- You with regular feedback on your child's performance, behavior, and participation in the club.
- Inform you at once if your child is ill during a session and ensure their wellbeing until you are able to collect them.
- Give you the opportunity to meet and discuss, away from the poolside, any concerns you may have regarding their child's swimming progression and potential, membership and club information.
- Ensure all activities are properly supervised, taught, coached and that consent is obtained for any activity outside of that previously agreed on.
- Ensure Child Protection guidelines are followed at all times.
- Give you information on what support is needed from you to promote a healthy swimming experience for your child, within the club.

## **Your contribution:**

### **For your child**

- Ensure your child's nutritional needs are met. Nutritional advice is available from the clubs Nutrition Advisor at [nutrition@swimesc.co.uk](mailto:nutrition@swimesc.co.uk).
- Ensure your child is wearing the appropriate club kit, including ESC Kit for competitive events, and has the relevant equipment, for the training sessions and events. Further details on regarding swimmer's uniform can be found on the Club Website.
- Actively participate in your child's training and involvement in the club. This will have a positive impact on your child's experience and swimming development.
- Show support in and out of the club, for any decisions made by the coach, teacher and/or club that may affect your child. Any actions otherwise may be damaging to your child, and may affect your child in performance and behavior.
- Avoid taking holidays in peak season. This is so we can ensure your child gets the most out of their duration with the club.
- Applaud effort and good play, as well as success.

### **For the club**

- Ensure that you read the Parent's Charter in full, sign on completion and hand a signed copy to the club.
- Ensure your personal details are kept up-to-date either via your account on the club website [www.swimesc.co.uk](http://www.swimesc.co.uk) or by informing us in writing.
- Contact your Lead House Coach on issues concerning absence of your child or lateness to sessions, events or meetings.
- Deliver and collect your child on time to any club events, swimming sessions and/or meets. Ensure that either a member of the coaching staff is informed of any possible lateness or absence before the start time. Repetitive lateness to drop off or pick up your child can impact the quality of your child's learning experience in the club.

- As a club your child's wellbeing and safety is our concern. However, our responsibility ends at the end of the lesson/session, and parents should collect their children promptly or make alternative arrangements for them.
- Show appreciation and support to all the swimming team members, as well as your child. Do not criticise them as we want to show club unity and positive learning.
- Do not, unless requested to do by a member of the coaching staff, or in case of an emergency, enter onto poolside. The coaching staff reserve the right to refuse anyone entrance to the poolside at any time.

## **Your child's experience in the club**

We all have a responsibility to promote high standards of behavior. Please ensure that you support us in promoting a safe, positive Club environment.

Remember that swimming for children is a time for them to develop technical, physical and social skills

Therefore, we ask that you:

- Remember that although swimming is a competitive sport, you should encourage and support them simply to do their best. Never force your child to swim, instead inspire them to enjoy the sport.
- Assist your child to act accordingly in response to the rules set by their Coach, Teachers and the Club.
- Support your child to accept any results and decisions with dignity and grace.
- Educate your child to understand what is expected in their conduct and behaviour, in and out of the pool, and in regards to the club, and its members. The code of conduct is listed below.

## Code of Conduct

We will not accept any form of discrimination, bullying or harassment to any of our staff, members or parents of members. Therefore, we have a code of conduct which is not flexible in any way, and must be adhered to by you.

- Be courteous and act responsibly at all times to any of our members and parents of our members, club staff, and officials, in line with ESC's commitment to equality, diversity and inclusion.
- Under no circumstance should a parent or carer approach a child, other than their own.
- Understand that inappropriate language, behavior or discrimination to others, in and out of the pool, especially within the club environment, will not be tolerated.
- When spectating, behave as so, and do not intervene. It can be disruptive to the child, coach, and rest of the team.

**Any misdemeanors or breach of the Code of Conduct by you, or any other person representing your child, will be dealt with by the Club. And may result in such person/s being excluded from all Club activities.**

## Your Voice

We want all our members and their parents to feel that they can have their voice heard and contribution valued within the club. To do so we ask that you:

- If you *feel* the club or a member of the club is acting inappropriately with regard to Swim England/ Club rules, please contact your child's Lead House Coach in the first instance.
- You can pursue further by contacting the ESC Programs Manager or ESC Head Coach.
- If you have already raised the issue with your child's Lead House Coach, Programs Manager or Head Coach, you can pursue further by contacting [business@swimesc.co.uk](mailto:business@swimesc.co.uk).
- Should you at this point still be dissatisfied, you can make a complaint on behalf of your child to Swim England. Details of how to do this are in the Swim England Handbook, a copy of which can be read and downloaded from the British Swimming website [www.swimming.org](http://www.swimming.org) (the Swim England section can be accessed at the top of the homepage).



## **Parents Charter Confirmation**

Please acknowledge that you have read the Parent Charter (also available on the ESC web site [www.swimesc.co.uk/ESCinfo/parent](http://www.swimesc.co.uk/ESCinfo/parent) charter) in full by ticking the boxes and completing the information below. Then return this form to your Lead House Coach within 2 week of your childs start date.

- **I confirm that I have read the Parent Charter in full and understand the information provided.**
- **By signing this form I agree to adhere to ESC's Parent Charter with immediate effect.**

Parent of:

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Print name:

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Signed:

Date:

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On behalf of the Club.

Print name:

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Signed:

Date:

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