



Family Policy

A procedure for **parents/guardians** to follow at the club.

Parents/Guardians...

Family Access and Parental Responsibility Policy

Invoke Gymnastics Club is committed to maintaining clear, fair, and transparent communication with all families while prioritising the welfare and safety of every child in our care. This policy outlines how parental responsibility, access to information, and account management are handled in club and through our class management system, iClassPro.

Parental Responsibility and Equal Access

For the purpose of this policy, access to a child's membership information is granted to individuals who hold parental responsibility, as defined by UK law.

All individuals with parental responsibility are entitled to equal access to their child's class information, including (but not limited to):

- Scheduled class days and times
- Enrolment details
- Appointments and events
- Club communications such as emails and notifications

Routine club information will not be withheld from any individual with parental responsibility unless the club is legally required to do so.

Primary Account Holder Responsibilities

Each family account must have a designated primary account holder, who accepts responsibility for the administration of the account.

The primary account holder must ensure that all parents or guardians with parental responsibility are correctly added to the family profile within iClassPro so they can access relevant information.

The primary account holder remains responsible for:

- Keeping account information accurate and up to date
- Maintaining authorised contact details
- Ensuring all fees and charges are paid in full, regardless of any private family arrangements

Invoke Gymnastics Club does not split invoices or pursue multiple parties for payment unless separate accounts have been formally established.

For data protection and security reasons, the club is unable to create, modify, or grant additional user access on behalf of families.

Authorised Collection of Children

The club will release a child to individuals recorded as guardians on the family account.

Staff cannot refuse collection to a person with parental responsibility unless valid legal documentation restricting contact has been provided and verified.

Any changes to authorised collectors must be made through the account holder unless legal restrictions apply.

Family Disputes and Parental Separation

In situations involving parental separation, divorce, or family dispute, Invoke Gymnastics Club will remain neutral at all times.

It is the responsibility of parents and legal guardians to:

- Maintain accurate account access
- Share relevant information with one another
- Manage personal disputes independently of the club

The club will not:

- Mediate family disagreements
- Relay messages between parents or guardians
- Interpret legal documents
- Make determinations regarding parental rights

Where clarification is required, families may be asked to obtain independent legal advice. Until official documentation is received and verified, existing access arrangements may remain unchanged.

Access Restrictions for Safeguarding Reasons

Invoke Gymnastics Club is committed to prioritising the safety and welfare of every child. While individuals with parental responsibility are normally entitled to access their child's information, safeguarding concerns may require the club to temporarily limit or restrict that access.

Safeguarding considerations will always take precedence over standard information-sharing practices.

Full Access Restrictions

Full access restrictions will be implemented where the club is legally required to do so or where instructed by a statutory authority.

Examples include:

- A court order limiting parental responsibility or contact
- Legal documentation removing an individual's rights to access a child's information
- Formal safeguarding directives from law enforcement, social services, or other recognised authorities
- Written instruction from a legal professional acting on behalf of a statutory body

Official documentation may be retained for safeguarding and compliance purposes.

Restrictions will remain in place until updated documentation is received or the club is formally advised that the restriction is no longer necessary.

Temporary or Partial Access Restrictions

In situations where a **safeguarding concern** has been raised and formal documentation maybe delayed, the club reserves the right to implement temporary and proportionate restrictions as a precautionary measure.

This may include limiting the disclosure of sensitive information such as:

- Class days and times
- Changes to schedules
- Attendance records
- Event participation

These measures are not a determination of parental rights and are taken solely to protect the child while guidance is sought. The club will not disclose information that could potentially place a child at risk.

Duration and Review of Precautionary Restrictions

Precautionary restrictions will be:

- Based on available information and assessed risk
- Reviewed regularly
- Maintained only for as long as reasonably necessary

As a general guideline, temporary safeguarding restrictions may remain in place for an **initial period of up to 28 days** while the club seeks clarification from statutory services or awaits formal documentation.

Where external agencies confirm that a safeguarding assessment is ongoing, restrictions may be extended until appropriate guidance is received.

If no confirmation can be obtained despite reasonable attempts to contact the relevant authority, the club will complete an internal risk review to determine whether it is safe and appropriate to continue, amend, or remove the restrictions.

Authority to Act in the Child's Best Interests

Invoke Gymnastics Club reserves the right to take immediate and reasonable action where there is concern that sharing information could expose a child to harm.

Such decisions will be made in good faith, proportionately, and in accordance with safeguarding principles.

The club is not required to wait for formal legal documentation where doing so could compromise a child's safety.