

Parent Communication Guidelines

Communication:

We use an app called BAND for parental communication, each team/class will have a personalised group chat. This is where you will find all the information you need. This is monitored and kept up to date by our coaches.

If you have any questions or concerns, your first point of call should be this group and your team parent.

If you need further help please contact

laura@hellcatscheerleaders.co.uk (All competition team queries)

emily@hellcatscheerleaders.co.uk (All recreational class queries)

rachel@hellcatscheerleaders.co.uk (All financial queries)

jody@hellcatscheerleaders.co.uk (All ticket/merchandise queries)

charlie@hellcatscheerleaders.co.uk (marketing and social media)

Whilst we want to ensure lines of communication remain open for parents, parents should not be texting coaches directly.

This is not acceptable and we ask parents to respect the home life and personal time of coaches.

The exception to this is any safeguarding issue or incident.

If you have questions specifically for a coach, please email in.

hello@hellcatscheerleaders.co.uk

We reserve the right to record and transcribe in person meetings and phone calls where we feel necessary.

24 Hour Rule:

In our club we have a strict 24 hours rule policy. If you have any issues with anything in training, you must leave it 24 hours before you contact a coach.

Please email hello@hellcatscheerleaders.co.uk to arrange a call / meeting or the coach you directly want to speak to.

Approaching a coach after training, texting or calling a coach with an issue, is not acceptable.

The exception to this is any safeguarding issue or incident.

Watching Classes:

We would like to remind parents that while we have no problem with you watching training sessions it is a privilege, not a right. Please ensure that you are respectful and discreet and don't cause any distractions to the athletes training. If you have children with you it is your responsibility to ensure that they also adhere to the above.

We have a strict no watching in red zone (3 weeks before comp) to allow coaches and athletes to concentrate fully during this time.

Thank you for your cooperation