



Email: [info@fiercelitecheer.com](mailto:info@fiercelitecheer.com) Phone: 07526357299 Website: [www.fiercelitecheer.com](http://www.fiercelitecheer.com)

### **Communications Policy**

- I. All communications between parents/carers, athletes and staff members should be polite and professional
- II. All communications should take place between the hours of 13:00 and 21:00 Monday-Thursday

### **In-person Communications**

- I. In person communications should take place at fierce elite designated facilities, competition facilities, performance facilities or other approved meeting places
- II. In person communications should not disrupt the coaches' ability to carry out their duties and keep children safe. Therefore, parents/carers should communicate at the end or the beginning of a session and keep these communications brief.
- III. For more serious issues, a meeting should be scheduled with coach Erin.

### **Phone Communications**

- i. We are happy to schedule a convenient time to speak with you over the phone. Please note that classes run Monday-Thursday from 16:00-21:00. We will not be available to speak on the phone during this time. We are also unable to speak over the phone over the weekend.

### **Online Communications**

- I. Fierce Elite coaches and staff members will not communicate with parents/carers or athletes via social media or text. This includes but is not limited to: snapchat, Instagram, Facebook, messenger or any other texting app.
- II. Please do not attempt to contact a coach out of office hours via texting apps including team WhatsApp groups.
- III. Should a parent/carer wish to communicate with us, they should use the Fierce Elite e-mail: [info@fiercelitecheer.com](mailto:info@fiercelitecheer.com).
- IV. We will endeavour to reply to all e-mails within a 24-hour period.

### **Complaints Procedure**

- i. We at Fierce Elite welcome constructive feedback. We believe this can help us grow and improve, something we are constantly looking to do.
- ii. We will not, however, tolerate confrontational, aggressive, or intimidating behaviour either in person or online.
- iii. Complaints should never be made in a public forum including: in or around our facility, on social media or via team WhatsApp groups.
- iv. Aggressive, intimidatory or public remarks will result in immediate removal from the programme. No refunds will be offered in this instance.
- v. All complaints should go directly through coach Erin via [info@fiercelitecheer.com](mailto:info@fiercelitecheer.com)



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### Management Structure

<b>Head Coach</b> Erin Douglas Level 6	<b>Senior Coaches</b> Ashlyn Kershaw (Level 6) Andy Oram (Level 3) Beth Rouse (Level 3) Hannah Wilson (Level 3) Lydia Gabbitas (Level 2)	<b>Junior Coaches</b> Maude Holley (Level 2) Lilyanna Stiffell (Level 2) Darcy Barwood (Level 2)
<b>First Aiders</b> Erin Douglas Ashlyn Kershaw Andy Oram Beth Rouse Hannah Wilson Lydia Gabbitas Sallyanne Cardy	<b>Fire Marshalls</b> Erin Douglas Ashlyn Kershaw Andy Oram Beth Rouse	<b>Child Protection Officers</b> Erin Douglas Sallyanne Cardy Jennifer Goodman