



NORFOLK HOOPSTARS

PARENTS/GUARDIANS CODE OF CONDUCT

At Hoopstars we pride ourselves on the safe environment that creates a good and secure space for all players and parents to play and enjoy basketball. This is why, **it is essential for parents/guardians to follow these rules:**

The essentials:

- Make sure your child has the right kit, food and drink for the session or game.
- That your child arrives to session on time and is picked up promptly - inform us if you're running late or your child is going home with someone else.
- Complete all consent, contact and medical forms and update us if anything changes.
- Be respectful of everyone participating; coaches, staff, volunteers, officials, young people, parents and other teams and staff.
- Talk to us if you have any concerns about any part of your child's involvement, we'd love to hear from you!

All family/guardians will:

- Take time to talk to your child about their basketball, including what they want to achieve while taking part.
- Teach your child to treat everyone equally and sensitively regardless of their age, disability, gender, race, ethnic origin, cultural background, sexual orientation, religious beliefs or political affiliation, gender, ethnic origin or cultural background.
- Support all efforts to remove verbal, physical and racist abuse from basketball.
- Remember that young people are involved for their enjoyment - not yours.
- Encourage all to play by the rules and respect the match officials.
- Never ridicule or shout at a participants for making a mistake or losing a game.
- Teach that effort and teamwork are as important as victory, so that the result of each game is accepted without undue disappointment.
- Remember that young people learn best by example.
- Refrain from publicly questioning the judgement or honesty of match officials.
- Recognise the value and importance of volunteers in basketball. They give their time, energy and resources to provide recreational activities for others.
- Not shout abuse at officials, coaches, players or other spectators.
- On no account should you enter the court unless authorised to do so.
- Let your child know you're proud of them.
- I will not try to coach my child/ren from the spectators area.
- Use social media and apps responsibly when communicating on our channels, in line with our code of conduct and policies.

As a parent, we understand you have the right to:

- Be assured that your child is safeguarded during their time with us.
- See any of our policies and procedures at any time - they can all be found on our Norfolk Hoopstars website.



- Be aware that Norfolk Hoopstars designated safeguarding officer is Claire Harper-Black; claire@norfolkhoopstars.co.uk assisted by Amy Arthurton; amyarthurton@norfolkhoopstars.co.uk
- Know what training and qualification our staff have.
- Be informed of any problems or concerns that involve or affect your child.
- Be informed if your child is injured and see records of any incidents.
- Have your consent sought for anything outside of our initial consent form, such as permission for trips or photography.
- Have any concerns you may raise, listened and responded to.

We expect all parents to follow the behaviour and requests set out in this code of conduct. If any parent behaves in a way which contradicts any of the points set out above, we'll address the problem with the parent and aim to resolve the issue promptly.

Persistent concerns or breaches may result in parents being asked not to attend games if their attendance is considered a risk to our players, staff, volunteers, parents and impact on other enjoyment.

Continued issues and repeated breaches of this code may result in us regrettably asking your child to leave the activity, event or club permanently, something we never want to do.