

Policy for Communicating with Parents and Carers

This document applies to parents of members that are under 18 years of age. RLHC has an active Junior Section. We recognize the importance of communicating effectively with parents for the safety and also hockey development of their child. Following initial contact with the Club, a RLHC Welcome Pack is issued to the parent containing:

- Welcome letter giving coaching times & days, subscription details
- Membership Form & Consent Forms
- RLHC Fixture Card
- RLHC Code of Conduct for parents and spectators
- Rules for juniors

The club website address and relevant contact details are also provided in the Fixture Card.

The website and the Team Manager emails are the main route of communication between the Club and the parents. Information slips may be given to members regarding any extra fixtures for parents/carers not already stated in the Fixture Card.

It is the responsibility of RLHC to communicate all relevant information to parents, particularly those concerning accidents or Child Welfare incidents. All communication with parents concerning these issues should be conducted in accordance with the relevant procedure (Club 1st 5-1 Emergency Incident Procedure and 1-3 Child Welfare Incident Report Form).

Any committee member, team manager or the Club's Child Welfare Officer can receive feedback from any member, parent or carer.

The Committee is always open to meeting parents and discussing any issues with them in person