 Prime Acrobatics	Welfare Concerns Procedure	
	Version Date:	21-July-2025
	Version:	4.0
	Responsibility:	Chris Bowler

1. Purpose & Scope

This procedure should be followed by any parent / carer, child or adult who has a concern regarding the welfare of a child or adult at risk at Prime Acrobatics.

Prime Acrobatics is committed to safeguarding and protecting all our members and visitors to the Centre from abuse, particularly children whose safety and wellbeing is central to everything we do. Safeguarding is everyone's responsibility, and we must work together to protect people who need help and support.

All Prime staff are trained to deal with welfare concerns in accordance with the Policies and Procedures of British Gymnastics, our governing body.

<https://www.british-gymnastics.org/documents/coaches-teachers-and-volunteers/course-policies/7184-bg-vulnerable-adult-and-safeguarding-and-protecting-children-policy/file>

Training forms part of our staff induction process, development and performance reviews and we promote a culture where everyone is encouraged to raise concerns without fear of negative repercussions.

2. How and when to raise a concern

If you have a concern regarding the welfare of a child or adult at risk at Prime Acrobatics, please contact us at the earliest possible opportunity – you can speak to any of our coaches, volunteers or staff as soon as you become aware of any concern or ask to speak to or refer your concern to our lead welfare officer or Prime Director.

You can do this:

- By email anytime: welfare@primeacrobatics.com
- By phone during opening hours: 01483 755777
- Or in person during opening hours: Prime Acrobatics, Heather Farm, Chobham Road, Woking GU21 4XY

3. What will happen


The member of staff will inform Prime's Club Welfare Officer at the earliest possible opportunity. A Club Welfare Officer is a trained individual with responsibility for safeguarding whose role is to promote safeguarding and provide a safe environment for children and adults at risk and to respond to any concerns of harassment and abuse that are brought to their attention. Their roles and responsibilities are clearly defined.

Prime's Club Welfare Officer will:

- Always Follow British Gymnastics' Safeguarding Policies and Procedures
- Ensure that the child or adult at risk is listened to and involved in decision making
- Ensure any suspicions and allegations of abuse to children and adults at risk are reported to British Gymnastics' Safeguarding Team and any relevant authorities, which may include police, the NSPCC and/ or Children's or Adult Services

For reasons of confidentiality, unless you are directly involved with the child or adult over whom you have a concern, it is unlikely we will be able to update you of the progress of the issue.

If you have reported a concern to a member of staff or volunteer at Prime and you believe we have failed to act or taken action that is unsafe, you can contact British Gymnastics directly: <https://www.british-gymnastics.org/contact-us> or call 0345 1297129.

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Date	Summary of changes	Signed
June 2023	Update to email address for welfare officer	C.Brown
July 2024	Removal of guardian. Grammar corrections.	C.Brown
July 2025	Changed responsibility for document to Chris Bowler	C.Bowler