



PARENT, CARER & FAMILY COMMUNICATION POLICY

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Related Policies

This policy should be read alongside:

- Safeguarding and Child Protection Policy;
- Safeguarding Adults at Risk Policy;
- Data Protection Policy;
- Privacy Notice;
- Complaints Policy;
- Parent and Carer Code of Conduct;
- Staff and Instructor Code of Conduct;
- Online Safety and Social Media Policy;
- Photography and Video Policy;
- Anti-Bullying and Respect Policy;
- Special Educational Needs, Disabilities and Inclusion Policy;
- Trauma-Informed Coaching Policy;
- Accident and Incident Reporting Procedure; and
- Late Collection and Missing Child Procedures.

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1. Purpose

Koku-Ryu Martial Arts, referred to throughout this policy as “KRMA”, recognises that effective communication is essential to the safety, wellbeing, progress and enjoyment of every child and young person.

This policy establishes how KRMA will communicate with parents, carers and other authorised family members in a manner that is:

- clear;
- timely;
- respectful;
- professional;
- inclusive;
- secure;
- child-centred; and
- consistent with safeguarding and data-protection responsibilities.

The policy also explains:

- which communication channels KRMA will use;
- what families can reasonably expect from KRMA;
- what KRMA expects from families;
- how confidential information will be protected;
- how communication involving children will be managed;
- how urgent, medical and safeguarding matters will be handled; and
- how concerns, disagreements and complaints should be raised.

Strong communication supports strong partnerships, and strong partnerships help children succeed.

2. Scope

This policy applies to communication connected with all KRMA programmes, activities and services, including:

- Dragon Tots;
- Junior Dragons;
- Senior Dragons;
- Traditional Karate;
- Freestyle Martial Arts;
- weapons classes;
- K60 Ladies Kickboxing;
- KRMA Komбат MMA;
- Jiu-Jitsu;
- Hyper training;
- private lessons;
- gradings;
- competitions;
- demonstrations;
- seminars;
- instructor training;
- holiday activities;
- school and community programmes;
- trips and external events;
- online training; and
- any other activity delivered under the KRMA name.

This policy applies to:

- parents;

- carers;
- legal guardians;
- people with parental responsibility;
- authorised emergency contacts;
- adult family members;
- students under the age of 18;
- instructors;
- assistant instructors;
- junior instructors;
- employees;
- volunteers;
- contractors;
- visiting professionals; and
- anyone communicating on behalf of KRMA.

Where an adult student manages their own membership, KRMA will normally communicate directly with that adult unless they have authorised KRMA to communicate with a representative or support person.

3. Communication Philosophy

KRMA believes that:

Parents and carers know their child best. KRMA understands martial arts instruction and the requirements of its programmes. By working together respectfully, openly and honestly, we can provide the safest, most enjoyable and most successful experience for every student.

Communication should be based upon partnership rather than confrontation.

KRMA will aim to:

- listen carefully to parents and carers;
- provide accurate and helpful information;
- explain decisions wherever reasonably possible;
- acknowledge concerns;
- avoid unnecessary jargon;
- communicate difficult information respectfully;
- keep families appropriately informed;
- maintain professional boundaries; and
- make decisions in the best interests of children.

Parents and carers are expected to:

- communicate respectfully;
- provide accurate and relevant information;
- raise concerns directly with KRMA;
- allow reasonable time for matters to be considered;
- avoid public speculation, gossip or online disputes; and
- work constructively with instructors and staff.

Open communication does not mean that KRMA can disclose confidential information about another student, family, employee, volunteer or safeguarding matter.

4. Legal and Regulatory Framework

This policy has been developed with regard to legislation and guidance applicable in England, including:

- Children Act 1989;
- Children Act 2004;
- Equality Act 2010;
- Human Rights Act 1998;
- Data Protection Act 2018;
- UK General Data Protection Regulation;
- Data (Use and Access) Act 2025;
- Privacy and Electronic Communications Regulations 2003;
- Working Together to Safeguard Children 2026; and
- relevant Information Commissioner's Office guidance.

The Data (Use and Access) Act 2025 amended, but did not replace, the UK GDPR, Data Protection Act 2018 and Privacy and Electronic Communications Regulations. Its data-protection provisions are now in force, including requirements relating to how organisations handle data-protection complaints.

KRMA will process and communicate personal information lawfully, fairly, transparently and securely.

Data-protection law does not prevent necessary safeguarding information from being shared. Where a child may be at risk, relevant information may be shared fairly and proportionately with safeguarding professionals without consent where there is an appropriate lawful basis.

5. Communication Principles

All KRMA communication should follow these principles.

5.1 Child-centred

The welfare and best interests of the child will remain central to communication and decision-making.

Communication between adults must not place a child:

- in the middle of a dispute;
- under pressure to carry messages;
- in a position where they must choose between adults;
- at increased safeguarding risk; or
- in a situation where confidential information is disclosed inappropriately.

5.2 Respectful

Communication must remain polite, factual and respectful, even where the parties disagree.

Disagreement does not justify:

- abusive language;
- threats;
- harassment;
- intimidation;
- personal attacks;
- discriminatory remarks;
- repeated unreasonable contact; or
- public accusations.

5.3 Clear

KRMA will aim to communicate in plain and understandable language.

Important information should clearly explain:

- what has happened;
- what action is required;
- relevant dates or deadlines;
- who should be contacted; and
- where further information can be obtained.

5.4 Timely

Information will be provided within a reasonable timeframe, taking account of:

- urgency;
- safeguarding implications;
- available information;
- staff working hours; and
- the complexity of the matter.

5.5 Accurate

KRMA will take reasonable steps to ensure that communication is accurate and current.

Where incorrect information is identified, KRMA will correct or clarify it as soon as reasonably practicable.

5.6 Inclusive and accessible

KRMA will make reasonable communication adjustments where practicable.

These may include:

- clearer or simplified wording;
- written follow-up after a verbal conversation;
- visual information;
- additional processing time;
- alternative formats;
- communication through an authorised representative;

- interpreter support where reasonably available; or
- arranging a quieter meeting environment.

5.7 Confidential

Personal information will only be shared with people who have a legitimate need to receive it.

A parent's wish to know information does not automatically override:

- another person's privacy;
- safeguarding requirements;
- employment confidentiality;
- data-protection obligations; or
- the child's own rights and best interests.

5.8 Professional

Communication on behalf of KRMA must remain professional and connected to legitimate organisational purposes.

Personal friendships, disagreements or opinions must not influence official communication or organisational decisions.

6. Official Communication Channels

KRMA may communicate through the following approved channels:

- official KRMA email accounts;
- safeguarding@krma.co.uk for safeguarding matters;
- telephone calls from authorised KRMA numbers;
- official SMS or messaging systems;
- KRMA-approved WhatsApp Business or messaging services;
- KRMA's customer relationship management system;
- secure online forms or portals;
- the KRMA website;
- official KRMA social-media pages;
- written letters;
- newsletters;
- notices displayed at KRMA venues;
- face-to-face conversations; and
- arranged meetings.

The main KRMA contact details are:

General enquiries: admin@krma.co.uk

Safeguarding concerns: safeguarding@krma.co.uk

Telephone: 01652 653560

Parents and carers should keep their:

- email address;
- telephone number;
- home address;
- emergency contacts;
- medical information; and

- collection arrangements

up to date.

KRMA cannot accept responsibility for important messages not being received where contact information has not been updated.

6.1 Social media

Official social-media pages may be used for:

- general announcements;
- celebrations;
- promotional information;
- reminders;
- event information; and
- community engagement.

Social-media comments and direct messages should not be used for:

- urgent safeguarding reports;
- medical emergencies;
- confidential complaints;
- detailed discussions about a child;
- payment-card information; or
- highly sensitive personal information.

Parents should use email, telephone or an arranged meeting for confidential matters.

6.2 Personal accounts

Staff, instructors and volunteers must not use personal social-media accounts or unapproved messaging accounts for routine KRMA communication with children.

Parents should not expect instructors to:

- accept personal friend requests;

- respond through private social-media profiles;
- provide personal telephone numbers;
- discuss confidential matters in public comments; or
- respond outside reasonable working hours.

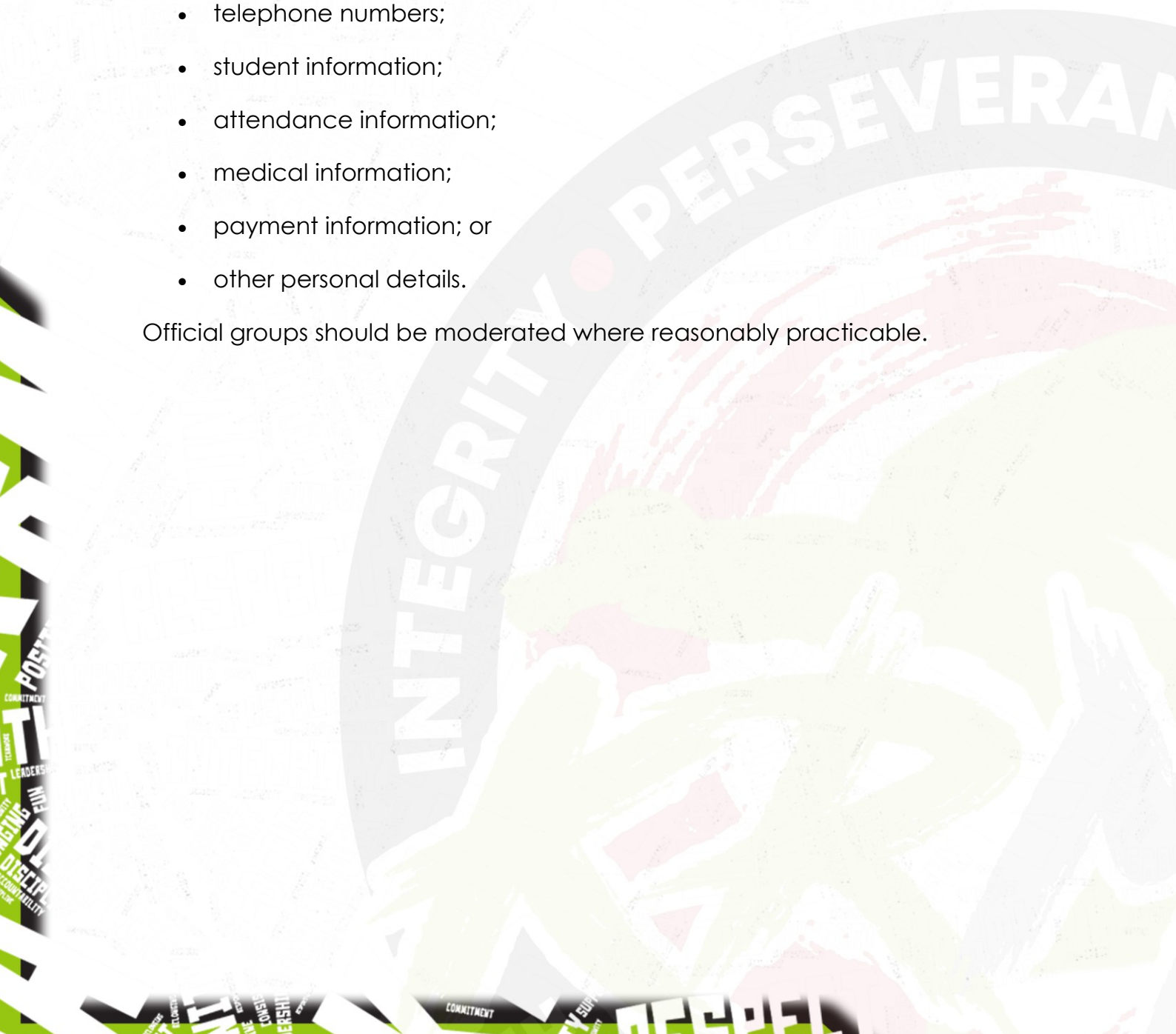
6.3 Group communication

Group communications must be used carefully.

When sending messages to multiple families, KRMA will take reasonable steps to avoid unnecessarily disclosing:

- email addresses;
- telephone numbers;
- student information;
- attendance information;
- medical information;
- payment information; or
- other personal details.

Official groups should be moderated where reasonably practicable.



7. Response Times and Availability

KRMA will aim to respond to communication within the following timescales.

General enquiries

General administrative enquiries will normally be acknowledged within **two working days**.

Where a full response cannot be provided within that period, KRMA may acknowledge the message and provide an estimated timeframe.

Complex matters

Matters requiring:

- investigation;
- consultation with several staff members;
- review of records;
- safeguarding advice;
- legal or insurance advice; or
- consideration by senior management

may take longer.

KRMA will normally aim to provide a substantive response within **ten working days**, or provide an update explaining the reason for the delay.

Urgent operational matters

Messages concerning a class taking place that day, collection difficulty or another urgent operational matter will be dealt with as soon as reasonably practicable during staffed hours.

Safeguarding concerns

Safeguarding concerns will be prioritised immediately or on the same day that they are received, depending on the nature and urgency of the concern.

Where a child is in immediate danger, emergency services must be contacted by calling **999**. Parents should not wait for a response from email, social media or voicemail.

Working hours

KRMA does not guarantee immediate responses:

- during classes;
- outside staffed opening hours;
- overnight;
- on bank holidays;
- during planned closures; or
- while staff are attending competitions, events or training.

Messages sent repeatedly through several channels will not necessarily receive a faster response and may make communication harder to manage.

The stated timescales are service aims rather than absolute guarantees. Immediate safety and safeguarding work will take priority over routine enquiries.



8. Confidentiality, Parental Responsibility and Data Protection

8.1 Personal information

KRMA will collect and use only the personal information reasonably required to:

- administer membership;
- provide classes and services;
- communicate with families;
- manage attendance and payments;
- support health and safety;
- safeguard children;
- arrange events and activities;
- meet legal obligations; and
- pursue other purposes described in KRMA's Privacy Notice.

Personal information will be:

- collected lawfully;
- kept accurate where reasonably practicable;
- limited to what is necessary;
- stored securely;
- accessed only by authorised people; and
- retained in accordance with KRMA's retention arrangements.

The UK GDPR requires organisations to build privacy and data protection into systems and processes, while the principle of data minimisation requires information to be adequate, relevant and limited to what is necessary.

8.2 Verification

Before disclosing child-specific or confidential information, KRMA may take reasonable steps to verify:

- the identity of the person making the request;

- their relationship to the child;
- whether they have parental responsibility;
- whether they are an authorised contact; and
- whether any legal or safeguarding restriction applies.

KRMA may decline to disclose information where identity or authority cannot be established.

8.3 Parental responsibility

Parental responsibility refers to the legal rights, duties, powers, responsibilities and authority a person has in relation to a child.

KRMA will normally communicate child-specific information with:

- a person who has parental responsibility;
- a legally appointed guardian;
- an authorised carer acting within their authority; or
- another person authorised by someone with parental responsibility.

Being listed as an emergency contact does not automatically give a person parental responsibility or a general right to receive confidential information.

8.4 Separated parents and carers

Where parents are separated, KRMA will remain neutral and will not attempt to resolve private family disputes.

Subject to legal and safeguarding restrictions, KRMA may communicate with each person who has parental responsibility.

Parents and carers are responsible for informing KRMA of:

- relevant court orders;
- prohibited-steps orders;
- child-arrangements orders;
- changes to parental responsibility;
- restrictions on contact or collection;

- social-care involvement; and
- any other legal arrangement affecting communication or access.

KRMA may request documentary evidence before changing communication, collection or access arrangements.

Unless a court order, statutory instruction or safeguarding concern requires otherwise, a person does not lose parental responsibility solely because they do not live with the child.

8.5 Information about other people

KRMA will not normally disclose:

- information about another student;
- disciplinary action involving another family;
- another person's medical information;
- confidential employment information;
- personal details of staff or volunteers;
- safeguarding records concerning another person; or
- private communications supplied by a third party.

Where a complaint involves another person, KRMA may explain:

- that the matter has been considered;
- whether appropriate action has been taken; and
- any information necessary to reassure the complainant about safety.

KRMA may be unable to disclose the exact action taken.

8.6 Safeguarding information

Safeguarding information will be handled in accordance with KRMA's Safeguarding and Child Protection Policy.

Parents will normally be informed about welfare concerns unless doing so could:

- increase risk to the child;

- increase risk to another person;
- compromise a police or social-care enquiry;
- lead to evidence being destroyed;
- place the child under pressure;
- alert a person suspected of abuse; or
- conflict with professional safeguarding advice.

The child's safety must take priority.

8.7 Marketing communication

Routine service messages—such as timetable changes, account information, safety notices or information necessary to provide a booked service—will be distinguished from direct marketing wherever reasonably practicable.

Electronic direct marketing will only be sent where KRMA has an appropriate lawful basis and complies with applicable Privacy and Electronic Communications Regulations requirements. Individuals will be provided with a clear way to opt out of marketing messages.

Opting out of marketing does not prevent KRMA from sending essential messages relating to:

- booked classes;
- safety;
- safeguarding;
- membership administration;
- payment;
- venue closures;
- emergencies; or
- legal obligations.

9. Routine Operational Communication

KRMA will provide parents and carers with relevant information needed to support their child's attendance, participation and progress.

Routine communication may include:

- class timetables;
- venue details;
- holiday closures;
- temporary timetable changes;
- grading dates;
- competition information;
- demonstration and event information;
- equipment requirements;
- uniform requirements;
- membership and payment information;
- programme updates;
- safety information;
- attendance reminders; and
- changes to organisational procedures.

Parents and carers are responsible for reading official KRMA communications and acting upon information or deadlines where required.

Where a response, booking, consent form, payment or other action is required, KRMA will aim to state this clearly.

Important information may be communicated through more than one approved channel, but KRMA cannot guarantee that every notice will be repeated through every channel.

9.1 Timetables and class information

Current class information will normally be available through official KRMA systems or communications.

Parents and carers should check official information rather than relying solely on:

- information shared by other families;
- historic social-media posts;
- unofficial group chats;
- verbal information from students; or
- third-party websites.

Where there is uncertainty, families should contact KRMA directly.

9.2 Membership, fees and account communication

Communication relating to membership, fees, payment arrangements or outstanding balances will be handled professionally and discreetly.

Financial matters should not be discussed publicly, in front of other students or families, or through open social-media comments.

Where a family is experiencing difficulty, KRMA encourages early private communication so that available options can be discussed where appropriate.

KRMA is not required to disclose another family's:

- fees;
- discounts;
- scholarships;
- payment arrangements;
- financial circumstances; or
- membership terms.

9.3 Forms, consent and deadlines

Parents and carers must complete requested forms accurately and within stated timescales.

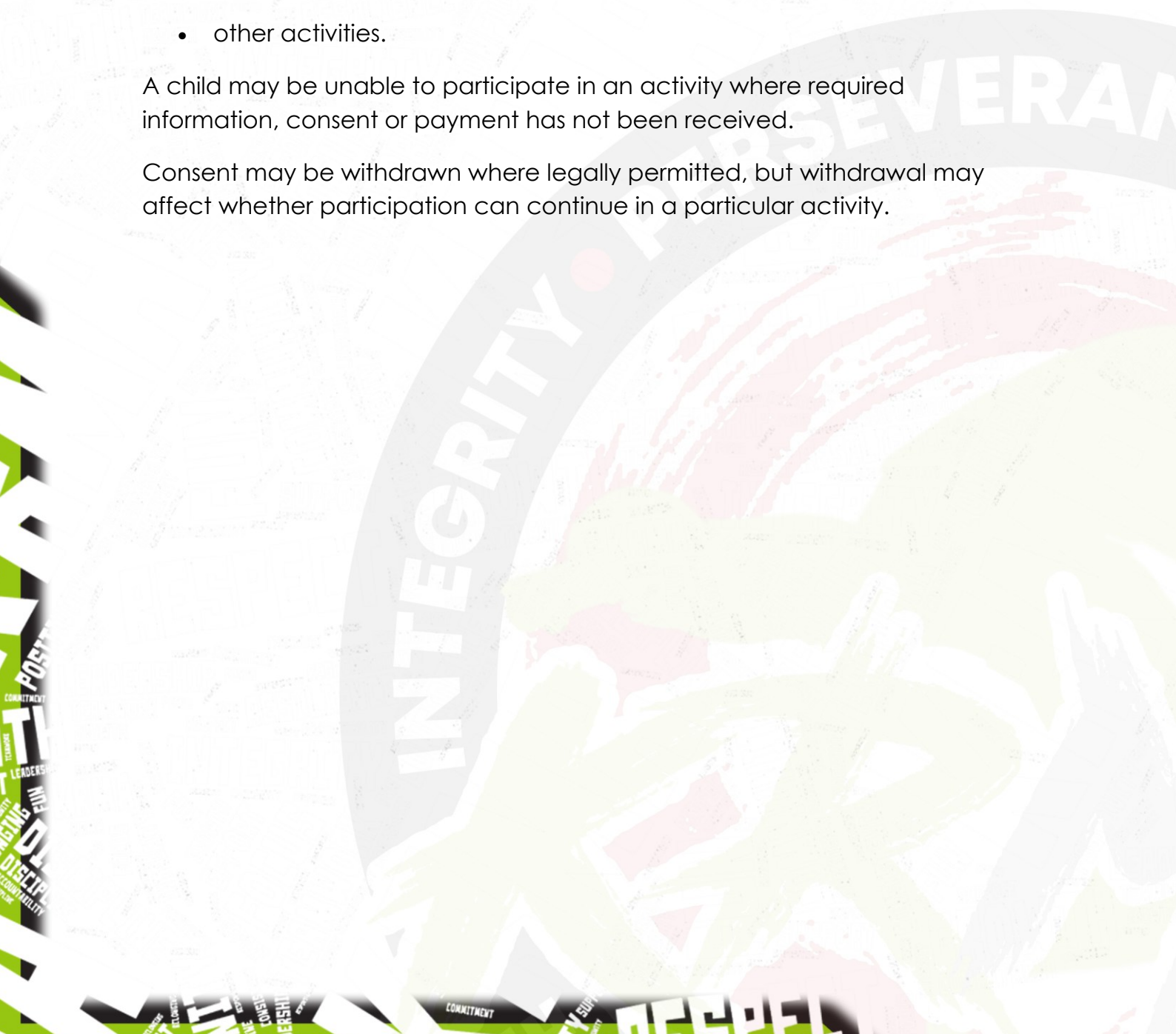
This may include forms relating to:

- membership;

- medical information;
- emergency contacts;
- photography and video;
- competitions;
- travel;
- trips;
- safeguarding;
- collection arrangements;
- private lessons; and
- other activities.

A child may be unable to participate in an activity where required information, consent or payment has not been received.

Consent may be withdrawn where legally permitted, but withdrawal may affect whether participation can continue in a particular activity.



10. Progress, Attendance and Development

KRMA recognises that parents and carers value appropriate information about their child's progress.

Communication may include:

- positive achievements;
- attendance;
- skill development;
- behaviour;
- confidence;
- effort;
- readiness for assessment;
- grading outcomes;
- equipment needs;
- participation concerns; and
- areas requiring additional practice or support.

Progress communication should be:

- honest;
- constructive;
- respectful;
- appropriate to the child's age and programme; and
- focused on development rather than comparison with others.

10.1 Progress is individual

Children develop at different rates.

KRMA will not normally compare one child's progress directly with another student.

Factors affecting progress may include:

- attendance;
- practice;
- age;
- experience;
- confidence;
- concentration;
- physical development;
- additional needs;
- injuries;
- behaviour;
- effort; and
- programme requirements.

Parents and carers are encouraged to focus on their child's individual development.

10.2 Grading and assessments

Participation in classes does not automatically guarantee:

- assessment;
- passing a grading;
- receiving a particular belt, stripe or tag;
- competition selection; or
- progression within a set timeframe.

KRMA will communicate grading and assessment arrangements through official channels.

Where a student is not yet ready to progress, instructors may explain:

- which areas require further development;
- what support is available;

- what the student should practise; and
- when progress may next be reviewed.

Feedback will be provided sensitively, but assessment decisions remain professional coaching decisions.

10.3 Attendance concerns

Regular attendance supports learning, safety and progression.

KRMA may contact parents or carers where:

- attendance falls significantly;
- a student has stopped attending unexpectedly;
- absence affects grading readiness;
- repeated late arrival disrupts learning;
- welfare concerns arise; or
- membership administration requires clarification.

Attendance contact is intended to offer support and maintain accurate records. It should not automatically be interpreted as criticism.

10.4 Behaviour or participation concerns

Where a child's behaviour, emotional wellbeing or participation becomes a concern, KRMA may arrange a private discussion with the parent or carer.

Communication should focus on:

- what has been observed;
- the impact on the child or others;
- possible contributing factors;
- the child's views where appropriate;
- support or adjustments;
- agreed expectations; and
- future review.

KRMA will follow its safeguarding, SENDI, trauma-informed coaching, anti-bullying and behaviour procedures where applicable.



11. Changes, Cancellations and Emergencies

11.1 Changes and cancellations

KRMA will take reasonable steps to notify families of:

- class cancellations;
- venue changes;
- instructor changes;
- timetable alterations;
- closures;
- severe weather decisions;
- heat-related changes;
- event changes; and
- other significant disruption.

Where a change occurs at short notice, KRMA may use:

- SMS;
- email;
- an approved messaging system;
- the website;
- official social media; or
- another appropriate channel.

Parents and carers should ensure contact details remain current and check official communication before travelling where disruption is likely.

Where cancellation results from circumstances outside KRMA's reasonable control, communication will be provided as soon as practicable.

11.2 Accidents and injuries

Where a child experiences an accident or injury, KRMA will respond in accordance with its First Aid and Accident Reporting Procedures.

Parents or carers will normally be informed where:

- first aid has been provided;
- the child cannot safely continue;
- medical assessment is advised;
- the injury may require monitoring;
- emergency treatment is required; or
- the incident is otherwise significant.

Minor matters may be communicated at collection where appropriate.

Emergency services will be contacted where necessary. KRMA will not delay urgent medical care while attempting repeatedly to reach a parent or carer.

11.3 Medical emergencies

Where a child requires urgent medical attention, KRMA may:

- call 999;
- administer first aid within staff competence;
- use available emergency medication where properly authorised and trained;
- contact the parent or carer;
- contact an alternative emergency contact;
- accompany the child where appropriate; and
- share relevant medical information with emergency professionals.

Parents and carers must provide accurate medical and emergency-contact information.

11.4 Late collection

Where a child is not collected at the expected time, KRMA will follow its Late Collection Procedure.

KRMA may contact:

- the parent or carer;
- authorised collection contacts;

12. Safeguarding and Welfare Communication

Safeguarding communication must prioritise the child's welfare over routine communication expectations.

All safeguarding concerns must be handled in accordance with KRMA's Safeguarding and Child Protection Policy.

12.1 Informing parents and carers

Parents and carers will normally be informed where KRMA has a welfare concern about their child.

However, KRMA may delay or withhold contact where informing them could:

- place the child at greater risk;
- place another person at risk;
- lead to retaliation or pressure;
- cause evidence to be destroyed;
- alert a person suspected of causing harm;
- interfere with a police or social-care enquiry; or
- conflict with advice from statutory safeguarding professionals.

The Designated Safeguarding Lead will decide how and when parents or carers should be informed, taking professional advice where necessary.

12.2 Safeguarding referrals

KRMA does not need parental permission to make a lawful safeguarding referral where there is reason to believe that a child may be at risk.

Where appropriate, KRMA may share relevant information with:

- children's social care;
- the police;
- the Local Authority Designated Officer;
- a school or college;
- healthcare professionals;

- another safeguarding organisation; or
- another agency with a legitimate safeguarding role.

Only information necessary for safeguarding purposes should be shared.

12.3 Concerns raised by parents

Parents and carers should report safeguarding concerns immediately to:

Designated Safeguarding Lead: Kayleigh Humphreys

Email: safeguarding@krma.co.uk

Telephone: 01652 653560

Social-media comments or informal group chats must not be used for urgent safeguarding reports.

Where a child is in immediate danger, call **999**.

12.4 Communication during an allegation or investigation

Where a safeguarding allegation or serious complaint is being considered, KRMA may be unable to provide full updates because of:

- confidentiality;
- employment obligations;
- police involvement;
- social-care involvement;
- the rights of the child;
- the rights of another person; or
- the need to preserve the integrity of an investigation.

KRMA will provide appropriate information where lawful, but will not disclose confidential details merely to satisfy curiosity or respond to community speculation.

13. Communication with Children and Young People

KRMA recognises that children and young people should be listened to and involved in matters affecting them in a way appropriate to their age, understanding and circumstances.

Communication with children must remain:

- professional;
- age-appropriate;
- transparent;
- relevant to KRMA activities;
- respectful; and
- consistent with safeguarding arrangements.

13.1 Direct digital communication

One-to-one digital communication between staff and a child should be avoided wherever reasonably practicable.

Where direct communication is necessary:

- an approved KRMA account or system must be used;
- the parent or carer should normally be included;
- the communication must relate to a legitimate KRMA purpose;
- language must remain professional;
- disappearing-message functions must not be used; and
- relevant messages must be retained where required.

Prior parental agreement does not permit secretive, personal or inappropriate communication.

13.2 Older teenagers and junior instructors

Older teenagers and junior instructors may require direct communication relating to:

- rotas;

- training;
- competitions;
- leadership duties;
- instructor development; or
- operational arrangements.

Such communication must still follow professional safeguarding standards.

Where appropriate:

- parents should be aware of the communication arrangement;
- official channels should be used;
- group communication should be preferred;
- messages should be sent at reasonable times; and
- personal or emotionally dependent relationships must not develop.

Junior instructors under 18 remain children for safeguarding purposes.

13.3 Children's views

KRMA may seek a child's views about:

- their training;
- wellbeing;
- support needs;
- bullying;
- behaviour;
- reasonable adjustments;
- complaints;
- safeguarding concerns; or
- participation in activities.

Children should not be pressured to agree with an adult's preferred account.

Their views will be considered alongside safeguarding, safety and professional responsibilities.

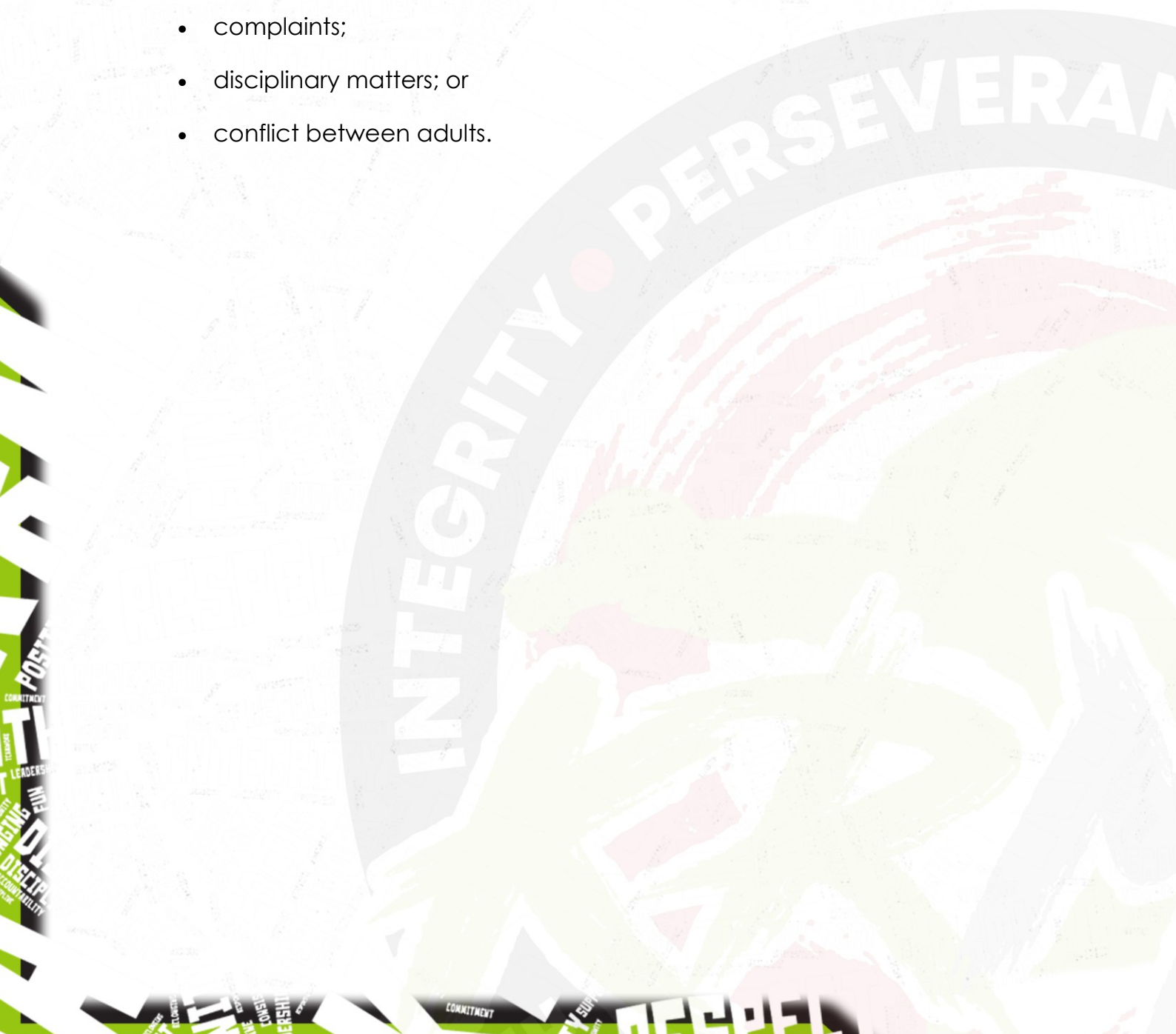
13.4 Children as messengers

Children should not be relied upon to deliver important information between KRMA and their parent or carer.

Important communication should be provided directly to the responsible adult through an approved channel.

Children must not be placed in the middle of:

- family disputes;
- payment disputes;
- complaints;
- disciplinary matters; or
- conflict between adults.



14. Meetings and Difficult Conversations

Some matters are best addressed through a private meeting rather than lengthy digital exchanges.

Meetings may be arranged to discuss:

- progress;
- attendance;
- behaviour;
- additional needs;
- injuries;
- safeguarding;
- complaints;
- disciplinary matters;
- relationships within the club; or
- other sensitive concerns.

14.1 Arranging meetings

Where possible, meetings should:

- be arranged in advance;
- have a clear purpose;
- take place privately;
- occur at a suitable time;
- involve the appropriate staff member;
- avoid disrupting classes;
- maintain suitable safeguarding arrangements; and
- be recorded where the matter is significant.

An additional KRMA representative may attend where:

- the matter is serious;

- safeguarding is involved;
- a formal complaint is being discussed;
- accurate recording is necessary; or
- the conversation may become difficult.

Parents or carers may request to bring a suitable supporter, subject to confidentiality and practical considerations.

14.2 Conduct during meetings

All participants are expected to:

- remain respectful;
- allow others to speak;
- focus on relevant facts;
- avoid personal attacks;
- maintain confidentiality;
- consider the child's best interests; and
- work towards a constructive outcome.

KRMA may pause or end a meeting where behaviour becomes:

- abusive;
- threatening;
- discriminatory;
- intimidating;
- excessively disruptive; or
- unsafe.

14.3 Difficult or sensitive information

When communicating difficult information, KRMA staff should:

- prepare relevant facts;
- speak privately;

- remain calm;
- explain concerns clearly;
- avoid speculation;
- distinguish observation from opinion;
- listen to the family's perspective;
- explain the action required;
- agree next steps where possible; and
- make an appropriate record.

Parents and carers may disagree with an assessment or decision. Disagreement should be addressed through respectful discussion and, where necessary, the Complaints Policy.

14.4 Informal conversations at class

Brief operational discussions may take place before or after a class.

However, instructors may be unable to hold lengthy or confidential conversations while:

- supervising students;
- preparing a class;
- managing collection;
- providing first aid; or
- delivering another activity.

Where a matter requires proper attention, a separate meeting or call should be arranged.

15. Digital Communication and Social Media

KRMA will use digital communication in a manner that protects:

- children;
- families;
- staff;
- confidentiality;
- professional boundaries; and
- organisational security.

15.1 Approved systems

Staff must use KRMA-approved systems for official communication wherever practicable.

Personal accounts should not be used to bypass:

- safeguarding arrangements;
- record-keeping;
- moderation;
- data-protection controls; or
- professional boundaries.

15.2 Appropriate content

Digital communication should be:

- relevant;
- factual;
- respectful;
- proportionate;
- sent at a reasonable time; and
- suitable to be seen by a parent, safeguarding lead or senior manager.

Staff must not send:

- sexualised content;
- discriminatory material;
- threatening messages;
- confidential safeguarding information through insecure groups;
- inappropriate jokes;
- personal relationship content; or
- messages intended to create secrecy or dependency.

15.3 Group chats

Where KRMA operates or approves a group chat:

- its purpose should be clear;
- appropriate moderation should be maintained;
- members should communicate respectfully;
- personal information should not be shared unnecessarily;
- safeguarding concerns should be moved to an appropriate private reporting channel; and
- inappropriate behaviour may result in removal from the group.

KRMA may not be able to control unofficial groups created independently by parents or students.

However, conduct within an unofficial group may still be addressed where it:

- affects a child's welfare;
- constitutes bullying or harassment;
- damages relationships within KRMA;
- raises safeguarding concerns; or
- breaches another KRMA policy.

15.4 Screenshots and forwarding

Members should assume that digital communication may be:

- retained;
- copied;
- forwarded;
- screenshotted; or
- disclosed during a complaint, safeguarding enquiry or legal process.

No person should share confidential KRMA communication publicly without a legitimate reason.

15.5 Recording calls or meetings

A person wishing to record a call or meeting should normally inform everyone involved in advance.

Secret recording may damage trust and may raise data-protection, confidentiality or safeguarding concerns.

KRMA may decline a request to record where:

- another person does not consent;
- confidential third-party information may be disclosed;
- safeguarding could be compromised;
- the recording would be disruptive; or
- a written record provides a more appropriate alternative.

KRMA may make an official written note or recording where lawful, necessary and communicated appropriately.

16. Photography, Video and Marketing Communication

Photography, video and promotional communication must comply with KRMA's Photography and Video Policy and Privacy Notice.

16.1 Consent and lawful use

KRMA will identify an appropriate lawful basis for the collection and use of images.

Where consent is used, it should be:

- informed;
- specific;
- freely given;
- recorded; and
- capable of being withdrawn.

A child or parent declining optional promotional photography will not be treated unfairly.

16.2 Communication about image use

Parents and carers should be informed about:

- why images are taken;
- where they may appear;
- whether names may be used;
- how long images may be retained;
- how consent can be withdrawn; and
- who to contact with a concern.

Withdrawal of consent will apply prospectively. KRMA may be unable to retrieve material already lawfully printed, distributed or shared by third parties before withdrawal, but will take reasonable action regarding content under its control.

16.3 Public events and competitions

Some external events may have separate photography arrangements controlled by:

- the venue;
- organiser;
- governing body;
- media provider; or
- another third party.

KRMA will communicate known arrangements where reasonably practicable, but families should also review the organiser's own terms and notices.

16.4 Identifying information

KRMA will avoid publishing unnecessary personal information alongside a child's image.

Where names are used for legitimate recognition, KRMA will consider:

- the child's age;
- the nature of the event;
- safeguarding risks;
- consent arrangements; and
- whether less identifying information would be sufficient.

17. Separated Families and Family Disputes

KRMA recognises that family circumstances can be complex and that parents or carers may not always agree.

KRMA's priority will remain:

- the child's welfare;
- safe participation;
- compliance with safeguarding requirements;
- compliance with relevant court orders; and
- maintaining appropriate neutrality.

KRMA will not:

- take sides in private family disputes;
- act as a mediator between separated parents;
- provide legal advice;
- interpret disputed court arrangements beyond their clear practical effect;
- pass hostile or personal messages between adults;
- ask a child to choose between parents or carers; or
- allow adult disagreements to disrupt the child's training unnecessarily.

17.1 Communication with separated parents

Where more than one person has parental responsibility, KRMA may communicate relevant information with each person unless:

- a court order restricts this;
- a statutory agency has directed otherwise;
- there is a safeguarding reason not to do so;
- disclosure would place someone at risk; or
- the information concerns another person's confidential data.

KRMA is not automatically responsible for duplicating every routine message individually where information is available through a shared membership account, official platform or generally published channel.

Where separate communication arrangements are reasonably required, parents should contact KRMA so that practical arrangements can be considered.

17.2 Court orders and legal restrictions

Parents and carers must provide KRMA with a current copy of any relevant:

- child-arrangements order;
- prohibited-steps order;
- specific-issue order;
- non-molestation order;
- restraining order;
- social-care safety plan; or
- other legal restriction affecting contact, collection or communication.

KRMA cannot act upon a court order or restriction of which it has not been made aware.

Where documents are unclear, disputed or appear incomplete, KRMA may:

- request clarification;
- seek professional advice;
- contact an appropriate statutory service; or
- maintain the safest existing arrangement until the position is confirmed.

17.3 Collection disputes

KRMA will not release a child to a person who:

- is not authorised to collect them;
- is prohibited from contact under a known legal restriction;
- appears intoxicated or otherwise unable to care safely for the child;

- behaves in a threatening or unsafe manner; or
- cannot reasonably establish their identity or authority.

Where a collection dispute creates an immediate safety concern, KRMA may contact:

- the child's other authorised contact;
- children's social care;
- the police; or
- emergency services.

Staff must not use physical force to resolve a dispute unless immediate intervention is necessary and lawful to prevent harm.

17.4 Children must not be placed in the middle

Parents and carers must not use a child to:

- obtain information about another adult;
- deliver complaints or payment messages;
- gather evidence;
- challenge KRMA decisions;
- communicate hostility; or
- influence an ongoing dispute.

KRMA will communicate significant adult matters directly with the appropriate adult wherever possible.

18. Parent and Carer Responsibilities

Parents and carers are essential partners in supporting children's welfare and development.

They are expected to:

- communicate honestly and respectfully;
- provide accurate registration and contact information;
- keep emergency contacts current;
- disclose relevant medical, additional-needs and safeguarding information;
- read official KRMA communications;
- respond to time-sensitive requests;
- complete required forms and consent arrangements;
- inform KRMA of significant changes affecting participation;
- raise concerns directly through appropriate channels;
- respect staff working hours and responsibilities;
- attend arranged meetings where reasonably required;
- support agreed behaviour, attendance or safety plans;
- maintain confidentiality concerning other families;
- use social media responsibly; and
- comply with KRMA's Parent and Carer Code of Conduct.

18.1 Relevant information

Parents and carers should inform KRMA of matters that may affect a child's:

- safety;
- emotional wellbeing;
- behaviour;
- communication;

- participation;
- collection;
- emergency care; or
- reasonable adjustments.

This may include:

- injuries;
- medical diagnoses;
- medication changes;
- allergies;
- additional needs;
- significant family changes;
- court orders;
- bereavement;
- safeguarding involvement;
- school concerns; or
- another relevant change in circumstances.

Information should be shared only to the extent reasonably necessary to support the child.

18.2 Respecting operational responsibilities

Parents and carers should recognise that instructors responsible for an active class must prioritise:

- student supervision;
- safety;
- first aid;
- safeguarding;
- lesson delivery; and

- safe collection.

An instructor may therefore be unable to discuss a concern immediately before, during or after class.

This does not mean the concern is being dismissed. A suitable conversation or meeting should be arranged.

18.3 Appropriate escalation

Where a parent or carer is dissatisfied, they should:

1. Raise the concern calmly with the appropriate member of staff.
2. Allow reasonable time for the matter to be considered.
3. Provide relevant information or evidence.
4. Use the formal Complaints Policy where the matter remains unresolved.

Contacting multiple members of staff repeatedly, approaching uninvolved families or publishing allegations online may undermine a fair investigation and will not replace the formal complaints process.



19. Staff and Instructor Responsibilities

Everyone communicating on behalf of KRMA must maintain professional standards.

Staff and instructors are expected to:

- use approved communication channels;
- communicate respectfully;
- protect confidential information;
- maintain appropriate boundaries;
- provide accurate information;
- avoid making promises they cannot fulfil;
- distinguish fact from opinion;
- respond within reasonable timescales;
- recognise when a matter requires escalation;
- record significant communication;
- refer safeguarding concerns immediately;
- avoid arguments through messaging or social media;
- make reasonable communication adjustments;
- consider the child's views and best interests;
- avoid discussing one family with another; and
- seek guidance where uncertain.

19.1 Authority to communicate

Staff should communicate only within their role and level of authority.

For example:

- instructors may provide routine coaching feedback;
- administration staff may address membership and account matters;

- the Designated Safeguarding Lead manages safeguarding communication;
- senior management handles formal disciplinary or organisational decisions.

Staff must not speculate about decisions that have not been made or provide confidential information beyond their authority.

19.2 Personal information and accounts

Staff must not:

- provide personal contact details unnecessarily;
- use private accounts to establish secret communication;
- share personal information about students;
- store confidential information on unauthorised devices;
- forward sensitive messages to people without a legitimate need;
- discuss confidential matters in public areas; or
- use information obtained through KRMA for personal purposes.

19.3 Escalating concerns

Communication must be referred to an appropriate senior person where it involves:

- safeguarding;
- threats;
- harassment;
- discrimination;
- serious complaints;
- legal action;
- media enquiries;
- data breaches;
- allegations against staff;

- family-court restrictions; or
- significant reputational risk.



20. Unacceptable Communication and Conduct

KRMA understands that parents and carers may sometimes feel worried, frustrated or upset.

Concerns will still be considered when expressed firmly. However, distress or disagreement does not justify abusive or unsafe conduct.

Unacceptable conduct may include:

- shouting or swearing at staff, students or families;
- threats of violence;
- aggressive or intimidating behaviour;
- discriminatory abuse;
- harassment;
- repeated unwanted contact;
- sexualised comments;
- malicious allegations made knowingly;
- publishing confidential information;
- recording or photographing children or staff inappropriately;
- disrupting classes;
- refusing to leave when reasonably directed;
- approaching children about adult disputes;
- targeting staff through personal accounts;
- organising online abuse or harassment;
- spreading harmful rumours;
- impersonating KRMA or a member of staff; or
- contacting staff members' families about KRMA matters.

20.1 Proportionate response

Where communication becomes unacceptable, KRMA may take proportionate action including:

- reminding the person of expected standards;
- ending a call or meeting;
- asking the person to leave the premises;
- moving communication to writing;
- appointing a single point of contact;
- setting reasonable communication boundaries;
- restricting access to unofficial groups;
- arranging meetings by appointment only;
- issuing a formal warning;
- applying the Parent and Carer Code of Conduct;
- restricting attendance at premises or events;
- suspending or ending membership where justified;
- reporting harassment, threats or criminal conduct to the police; or
- seeking legal advice.

Any restriction should, where reasonably possible, preserve an appropriate route for:

- essential child-safety information;
- safeguarding reports;
- emergency communication;
- formal complaints; and
- legally required correspondence.

20.2 Immediate risk

Where behaviour presents an immediate risk:

- staff should prioritise safety;
- children should be moved away where appropriate;
- emergency services may be contacted;

- the incident should be recorded; and
- safeguarding procedures should be followed where relevant.

KRMA is not required to continue a conversation where a person is abusive, threatening or unsafe.

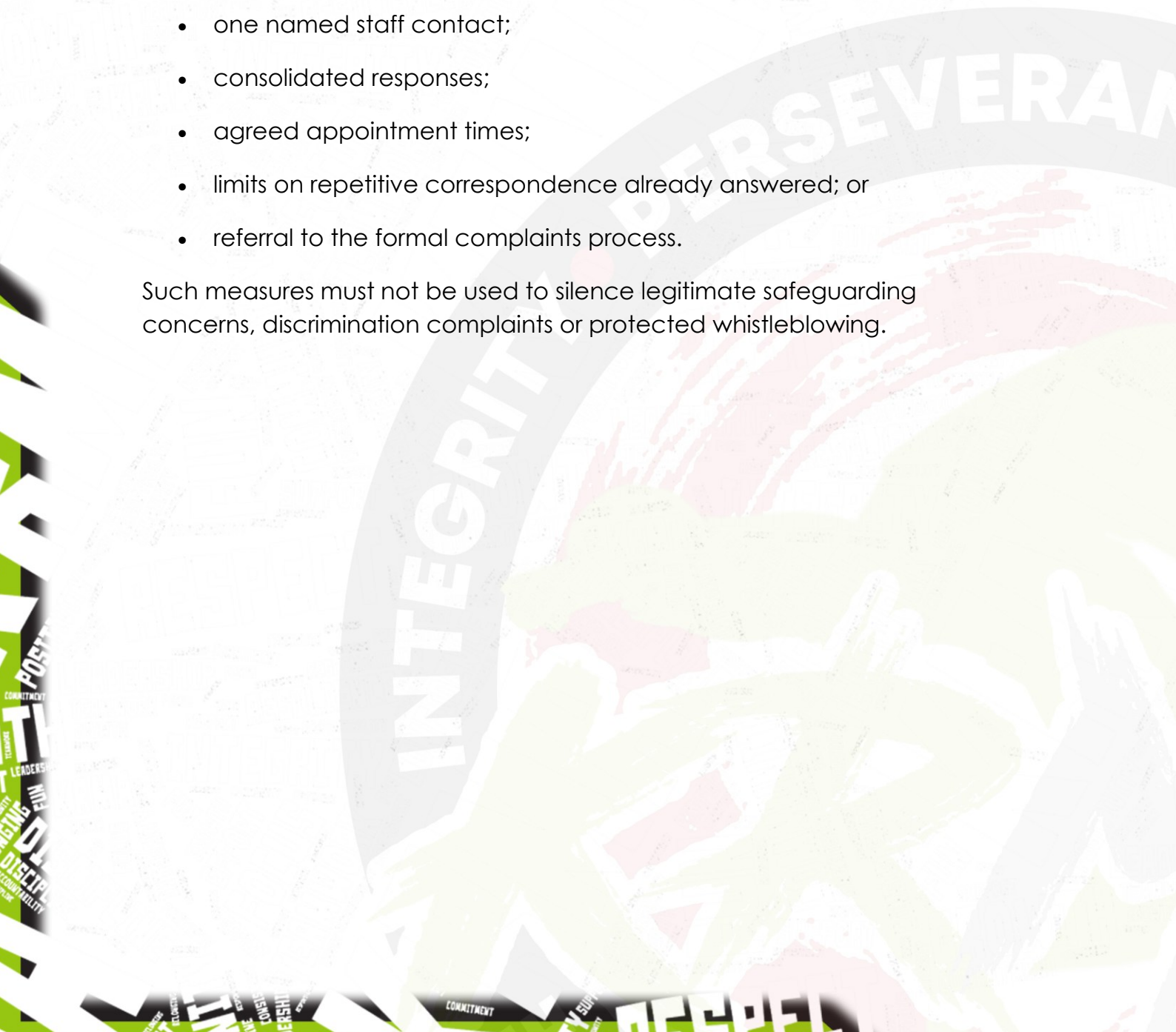
20.3 Persistent or unreasonable communication

KRMA may manage communication differently where the volume, frequency or nature of contact becomes unreasonable and substantially interferes with normal operations.

Measures may include:

- one agreed communication channel;
- one named staff contact;
- consolidated responses;
- agreed appointment times;
- limits on repetitive correspondence already answered; or
- referral to the formal complaints process.

Such measures must not be used to silence legitimate safeguarding concerns, discrimination complaints or protected whistleblowing.



21. Complaints and Data-Protection Concerns

21.1 General complaints

Parents and carers are encouraged to raise concerns as soon as reasonably possible.

Routine concerns should normally be raised first with the most appropriate staff member.

Where the matter:

- is serious;
- concerns that member of staff;
- involves safeguarding;
- cannot be resolved informally; or
- remains unresolved,

the formal Complaints Policy should be followed.

Complaints will be:

- acknowledged;
- considered fairly;
- handled as confidentially as possible;
- assessed using available information;
- responded to within a reasonable timeframe; and
- used to identify improvements where appropriate.

A complainant will not necessarily receive confidential details concerning disciplinary action taken against another person.

21.2 Data-protection complaints

Anyone who believes KRMA has handled their personal information incorrectly may make a data-protection complaint through the contact route identified in KRMA's Privacy Notice or Data Protection Policy.

KRMA will:

- provide an accessible way to make a complaint;
- acknowledge a data-protection complaint within 30 days;
- investigate the matter appropriately;
- provide a response without undue delay; and
- explain relevant escalation rights.

These complaint-handling requirements have applied to organisations since 19 June 2026 under the Data (Use and Access) Act 2025.

A person who remains dissatisfied may raise the matter with the Information Commissioner's Office.

21.3 Subject access and information requests

Requests for access to personal information will be handled under KRMA's Data Protection Policy and applicable statutory timescales.

KRMA may need to:

- verify identity;
- clarify the information requested;
- redact information identifying other people;
- protect safeguarding information; or
- withhold information where a lawful exemption applies.

A request for information does not create an automatic right to receive another person's personal or confidential information.

21.4 Safeguarding complaints

A complaint indicating that a child may be at risk must immediately be treated as a safeguarding concern.

The safeguarding process will take priority over the ordinary complaints process where necessary.

A person does not have to complete KRMA's internal complaints process before contacting:

- children's social care;

- the police;
- the Local Authority Designated Officer; or
- another appropriate safeguarding body.



22. Recording and Retaining Communication

KRMA will maintain proportionate records of significant communication.

This may include:

- formal complaints;
- safeguarding reports;
- accident and injury communication;
- behaviour concerns;
- significant progress meetings;
- SENDI support arrangements;
- family-court restrictions;
- threats or unacceptable conduct;
- disciplinary communication;
- consent decisions;
- financial agreements;
- data-protection complaints; and
- important decisions affecting participation.

22.1 Record contents

A record should normally include:

- the date and time;
- people involved;
- method of communication;
- factual summary;
- relevant documents or messages;
- actions agreed;
- decisions made;

- reasons for significant decisions;
- person responsible for follow-up; and
- review date where applicable.

Records should distinguish between:

- factual information;
- direct quotations;
- observations;
- allegations; and
- professional judgement.

22.2 Email, messages and recordings

Official email and messaging records may be retained where necessary for:

- service administration;
- safeguarding;
- complaints;
- legal obligations;
- insurance;
- dispute resolution; or
- legitimate organisational interests.

Staff must not delete relevant communication after becoming aware of:

- a safeguarding concern;
- complaint;
- legal dispute;
- data request;
- allegation;
- accident investigation; or

- potential criminal matter.

22.3 Storage and access

Communication records will be:

- stored securely;
- protected from unauthorised access;
- available only to people with a legitimate need;
- retained for an appropriate period; and
- disposed of securely when no longer required.

Safeguarding records must be stored separately from routine membership notes where appropriate and managed under KRMA's safeguarding procedures.

22.4 Accuracy

Where a person disputes a record, KRMA may retain the original record while also noting:

- the disagreement;
- the alternative account;
- any correction established; and
- subsequent action.

Records must not be altered in a way that conceals the original entry or decision.

23. Monitoring and Continuous Improvement

KRMA will monitor the effectiveness of its communication arrangements.

Monitoring may include:

- response times;
- parent and carer feedback;
- student feedback;
- complaint themes;
- safeguarding communication;
- attendance and retention concerns;
- missed or undelivered messages;
- communication-related incidents;
- staff feedback;
- accessibility requirements;
- data breaches;
- social-media issues; and
- lessons from difficult cases.

The purpose of monitoring is to identify:

- recurring misunderstandings;
- unclear procedures;
- inaccessible communication;
- training needs;
- safeguarding risks;
- system weaknesses; and
- opportunities to improve family engagement.

23.1 Staff development

Relevant staff may receive guidance or training concerning:

- professional communication;
- difficult conversations;
- safeguarding;
- confidentiality;
- data protection;
- separated families;
- complaints handling;
- inclusive communication;
- de-escalation;
- record keeping; and
- digital boundaries.

23.2 Feedback

KRMA welcomes constructive feedback about communication.

Feedback may be gathered through:

- surveys;
- meetings;
- informal discussion;
- complaints;
- reviews;
- parent forums;
- digital forms; or
- other appropriate methods.

Not every suggestion can be implemented, but relevant feedback will be considered respectfully.

24. Policy Review and Approval

This policy will be reviewed at least annually.

It will be reviewed sooner following:

- changes to legislation or regulatory guidance;
- a significant safeguarding incident;
- a serious communication-related complaint;
- a data breach;
- changes to KRMA's communication systems;
- significant organisational change;
- repeated communication difficulties;
- learning from a legal or insurance matter; or
- any event indicating that the policy may no longer be effective.

Each review should record:

- the review date;
- person completing the review;
- legislation and guidance considered;
- changes made;
- approving person;
- version number; and
- next review date.

Updated arrangements will be communicated to relevant staff, instructors, volunteers and families.

Policy Approval

Policy title: Parent, Carer & Family Communication Policy

Organisation: Koku-Ryu Martial Arts

Version: 2.0

Policy owner: CEO and Chief Instructor

Operational responsibility: Administration Team and Designated Safeguarding Lead

Designated Safeguarding Lead: Kayleigh Humphreys

Approved by: Andrew Banks – CEO and Chief Instructor

Effective date: 13 July 2026

Next review date: 13 July 2027

Declaration

Koku-Ryu Martial Arts is committed to building respectful, honest and constructive partnerships with parents, carers and families.

We recognise that effective communication supports:

- children's safety;
- emotional wellbeing;
- consistent attendance;
- successful learning;
- inclusive participation;
- positive behaviour; and
- long-term progress.

KRMA will listen to concerns, communicate professionally and protect confidential information. In return, families are expected to raise concerns respectfully, use appropriate communication channels and work constructively with staff.

By maintaining clear expectations and keeping the child's best interests at the centre of communication, KRMA aims to provide every student with a safe, supportive and successful martial arts experience.