



# ClubsComplete

Opening a world of opportunities to  
children and young people

## Mobile Phone Policy

ClubsComplete™ fosters a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress.

We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children, parents and visitors to the club. Abiding by the terms of the club's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

### Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in staff bags if these are not accessible by children or staff or in a locked box on site if bags are accessible. The Setting Manager may use the setting mobile phone to make calls to parents/ guardians, emergency services, ClubsComplete office or to take photos of children (only those with permission for such images for newsletters, website or advertising purposes). Under no circumstances may staff use their personal mobile phones to take photographs at the club or for any other reason. The Manager will be responsible for photographs that will only be taken of children with their parents' permission on the setting phone.

If a member of staff needs to make an urgent personal call, they may use the setting phone. If a member of staff has a family emergency or similar they may give out the setting number with prior permission that must be sought from the Manager or Deputy.

Children, parents and visitors may not use their personal mobile phones to take photographs at the club unless the visitor is a member of the ClubsComplete Management Team using a ClubsComplete owned mobile phone or tablet. In this case, the visitor from the ClubsComplete Management Team will seek authorisation from the Setting Manager so as to ensure that they are only taking photos of children with prior authorisation from parents.

### Children's use of mobile phones

Children are not permitted to bring their mobile phones to any session. If parents send their child's phone in their bag they will not be permitted to use it during the club and ClubsComplete™ accept no responsibility for personal belongings brought into the setting.

### Related policies

See our Safeguarding Policy

**LAST REVIEWED: January 2025**

**NEXT REVIEW DATE: January 2026**