

SAFEGUARDING POLICY



SAFEGUARDING, WELLBEING & CLIENT PROTECTION POLICY

1. INTRODUCTION

Designated Safeguarding & Welfare Lead for **Allongé – The Studio Belfast** is **Miss Lauren Bell, Studio Director**.

At Allongé, we are committed to providing a safe, inclusive, welcoming, and respectful environment for all clients, instructors, staff members, and visitors.

As an adult wellness and fitness studio, Allongé works exclusively with clients aged 18+. We believe every individual should feel safe, respected, supported, and free from discrimination, harassment, intimidation, bullying, abuse, or inappropriate behaviour whilst attending the studio.

We are committed to promoting physical wellbeing, emotional wellbeing, dignity, and personal boundaries within all studio activities and interactions.

This policy applies to all staff, instructors, freelancers, volunteers, contractors, and clients attending Allongé.

1.1 OUR COMMITMENT

To protect and support all clients within our care, we will:

- Promote a culture of respect, inclusion, professionalism, and wellbeing
 - Provide a welcoming and supportive environment for all adults regardless of age, race, disability, gender, sexual orientation, religion, pregnancy, or background
 - Ensure all instructors and staff behave professionally and appropriately at all times
 - Take all concerns, complaints, or reports seriously
 - Ensure appropriate staff checks and qualifications are in place where required
 - Maintain appropriate professional boundaries between staff and clients
 - Ensure clients feel comfortable raising concerns without fear of judgement
 - Prevent bullying, harassment, discrimination, intimidation, or inappropriate conduct
 - Respect personal privacy and confidentiality
 - Ensure this policy is reviewed and updated regularly
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1.2 SAFEGUARDING ADULTS & CLIENT WELLBEING

Allongé recognises its responsibility to create an environment where adults feel emotionally and physically safe.

Concerns regarding inappropriate behaviour, harassment, emotional abuse, discrimination, intimidation, or unsafe conduct should be reported directly to Lauren Bell.

Examples of unacceptable behaviour may include:

- Bullying or intimidation
- Sexual harassment or inappropriate comments
- Discrimination
- Emotional abuse or manipulation
- Physical aggression
- Online harassment or cyberbullying
- Inappropriate instructor/client conduct
- Breaches of personal boundaries
- Unsafe behaviour during classes

All reports will be handled professionally, sensitively, and confidentially where possible.

1.3 REPORTING CONCERNS

Concerns may be raised by:

- Clients
- Staff members
- Instructors
- Visitors
- Third parties

All complaints or safeguarding concerns will be taken seriously.

If someone raises a concern directly with a staff member or instructor:

- They will listen respectfully and without judgement
- They will not dismiss or minimise concerns
- Information will only be shared where necessary to protect safety and wellbeing
- Concerns will be documented appropriately and passed to Lauren Bell

Where there is immediate risk to someone's safety, emergency services or appropriate authorities may be contacted.

1.4 APPROPRIATE PHYSICAL CONTACT IN FITNESS CLASSES

Barre, Pilates, mobility, and fitness instruction can occasionally involve appropriate physical correction or guidance to support posture, alignment, technique, and safe movement execution.

At Allongé:

- Physical contact will always be professional, appropriate, and respectful
- Instructors will use verbal guidance wherever possible
- Clients always have the right to decline physical adjustments
- Instructors will remain aware of personal comfort and boundaries
- Physical contact will never be forceful, unnecessary, or inappropriate

Clients are encouraged to communicate any discomfort or preferences regarding physical correction.

Any concerns regarding instructor conduct should be reported immediately to Lauren Bell.

1.5 USE OF PHOTOGRAPHS & VIDEO

We recognise that not all clients may wish to appear in studio photographs or videos.

Before taking or sharing identifiable images for marketing, social media, or promotional purposes, we will seek appropriate consent wherever required.

Clients may request at any time that photographs or videos featuring them are removed from studio platforms where reasonably possible.

We also ask that clients respect the privacy of others when taking photographs or videos within the studio.

2. ANTI-BULLYING & HARASSMENT

Allongé is committed to maintaining a culture where bullying, harassment, discrimination, or intimidation is not tolerated in any form.

We recognise that bullying and inappropriate behaviour can negatively impact confidence, mental wellbeing, and a person's sense of safety within the studio environment.

This includes behaviour occurring:

- In person
 - During classes or events
 - Through messaging apps
 - On social media
 - Within online studio communities
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2.1 RESPONDING TO CONCERNS

The following steps may be taken when responding to reports of bullying, harassment, or inappropriate conduct:

- Concerns will be addressed promptly and professionally
 - Appropriate support will be offered to the affected individual
 - Relevant parties may be spoken to privately
 - Incidents may be documented where appropriate
 - Warnings or sanctions may be issued where necessary
 - Individuals engaging in repeated inappropriate behaviour may have memberships terminated
 - External agencies or authorities may be contacted if required
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2.2 CYBERBULLYING & ONLINE CONDUCT

When responding to online bullying or harassment, Allongé may:

- Request removal of offensive content
- Encourage individuals to keep screenshots or evidence
- Block or remove individuals from online communities
- Report serious incidents where necessary

- Take action where online behaviour impacts the wellbeing or safety of clients or staff

Clients are expected to communicate respectfully online at all times when engaging with the studio, staff, or community members.

2.3 SUPPORTING CLIENTS

Clients who experience bullying, harassment, or inappropriate behaviour will be supported through:

- Respectful and confidential communication
- Appropriate action being taken where required
- Ongoing support where appropriate
- Clear procedures for raising concerns

Individuals displaying inappropriate behaviour may be supported through:

- Clear communication regarding expectations
 - Warnings or behavioural boundaries
 - Removal from classes or memberships if necessary
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2.4 PREVENTING BULLYING & INAPPROPRIATE CONDUCT

Allongé will:

- Promote a culture of kindness, professionalism, and respect
 - Encourage inclusivity and body-positive attitudes
 - Challenge discriminatory or disrespectful behaviour
 - Maintain clear professional boundaries between staff and clients
 - Promote responsible use of social media and online communication
 - Create an environment where clients feel safe expressing concerns
 - Celebrate personal progress and achievements in a supportive way
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3. HEALTH, SAFETY & WELLBEING

All clients participate in classes voluntarily and are encouraged to move within their own abilities and limitations.

Clients should:

- Inform instructors of injuries, pregnancy, medical conditions, or concerns before class
- Stop exercising if they feel pain, dizziness, or discomfort
- Follow instructor guidance during sessions
- Respect studio rules and safety procedures

Allongé reserves the right to refuse participation where it believes participation may place a client or others at risk.

POLICY REVIEW

This Safeguarding, Wellbeing & Client Protection Policy will be reviewed regularly and updated where necessary.

Reviewed: May 2026

Name: Miss Lauren Bell

Job Title: Studio Director & Founder