CLUB COMMUNICATION POLICY
MALLUSK HARRIERS

Doc Ref: COMMPOLICYVERSION_7TH November 2024

1 Statement of Policy

Communication is key to success in a sports club, and we do not underestimate this. This policy ensures that all oral and written communications between participants within the Club and between the Club and external parties are transmitted efficiently; are clear, courteous, and constructive; and are dealt with in a prompt and professional manner.

2 Scope

This policy applies to all Coaches, Committee Members, Volunteers, Parents/Guardians and members.

3 Communication Channels

I. **Team App**: For quick, informal communication among team members and coaches. Respect privacy and avoid excessive messaging. This is the primary method of communication within the club and all members including parents and guardians should have access.
II. **Emails:** Will be used for official club communications, including announcements, schedules, and important updates.
III. **Social media**: Used for promoting events, sharing achievements, and engaging with the community. Official club accounts should be used responsibly.
IV. **Meetings:** Regular meetings will be held for planning, feedback, and discussion. Attendance is encouraged for all relevant members.

4 Communication Etiquette

I. **Respect:** Always communicate respectfully and professionally. Avoid offensive language, personal attacks, and inappropriate content.
II. **Clarity:** Be clear and concise in your messages. Ensure that the purpose of the communication is easily understood.
III. **Timeliness:** Respond to communications in a timely manner. Acknowledge receipt of important messages and provide updates as needed.

IV. **Confidentiality:** Respect the confidentiality of sensitive information. Do not share personal or club-related information without permission.

5 Verbal Communications

I. Coaches, Volunteers, Parents/Guardians, and Members are each responsible for creating an environment where matters can be raised openly and resolved amicably.

II. If a Coach or volunteer has an issue with a member and/or Parent/Guardian, they should approach that member and/or Parent and attempt to discuss the matter in a sensitive, objective, and professional manner.

III. If a member or Parent/Guardian has an issue with a Coach or Volunteer, they should approach the Head Club Coach or member of the Management Committee directly and attempt to discuss the matter in a sensitive, objective, and professional manner.

IV. The club has Welfare Officers who act as the main point of contact to deal with any concerns around safeguarding within the club. There may be instances where it is more appropriate to approach a Welfare Officer for advice and assistance.

6 Written Communication

I. **Team App** This is the primary method of communication for all team members and should be used to contact members in relation to club activities

II. Should only be used where relevant and with correct grammar and punctuation to avoid confusion.

III. **Social Media:** Post positive and club-related only content. Avoid sharing personal information or making negative comments. Content should be checked for correct grammar and punctuation before posting.

IV. **Feedback:** Provide constructive feedback. Focus on the issue, not the person, and offer solutions.

7 Electronic Communication

The club uses a range of platforms to communicate with our members. Our communication will protect members' privacy, maintain clear boundaries, and ensure that bullying and harassment do not occur.

I. **Website**: Our website will include current information on competitions, social events, committees, policies, constitution, etc. No offensive content or photos will be published. If we intend to publish a photo of a child, we will only do this for children who have indicated they are happy with this via our Membership Form. We will seek feedback from members to improve the information available on the site.

II. **TeamApp**: To streamline our communications and ensure everyone stays informed, we use TeamApp as our primary platform for team communications. Here's how to make the most of it:

- **Centralised Communication:** Use TeamApp for all team-related messages, schedules, and updates. This helps keep everything in one place and accessible to all members.

- **Notifications:** Enable notifications on TeamApp to stay updated on important announcements and changes.
- **Group Chats**: Use the group chat feature for team discussions instead of personal messaging platforms. This ensures transparency and inclusivity.
- **Event Management and Team Events**: RSVP to events and training sessions through TeamApp to help with planning and attendance tracking. Captains and Coaches will use TeamApp **only** to communicate around events for transparency.
- **Privacy:** TeamApp helps protect members' privacy by keeping personal contact information secure and within the app.

III. **SMS and Email:** Committee Members, Coaches, and Volunteers may use Text and Email to provide information about competition, training, club-sanctioned social events, and other club business. Text messages should be short and about club matters. Email communication will be used when more information is required. Communication involving children will be directed through their Parents/Guardians. SMS Messaging shall only be used as an alternative if the audience is not engaging through TeamApp.

IV. **Social Media:** We treat all social media postings, blogs, status updates, and tweets as public 'comment'. Postings (written, photos, or videos) will be family-friendly and feature positive club news and events. No personal information about our members will be disclosed. No statements will be made that are misleading, false, or likely to injure a person's reputation. No statements will be made that might bring our club into disrepute. Abusive, discriminatory, intimidating, or offensive statements will not be tolerated. Offending posts will be removed, and those responsible will be blocked from the social media sites.

8 What We Ask You to Do

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites and social media sites connected to the club. Electronic communication should be restricted to club matters, must not offend, intimidate, humiliate, or bully another person, must not be misleading, false, or injure the reputation of another person, should respect and maintain the privacy of members, and must not bring the club into disrepute. Coaches and others who work with children and young people must direct all electronic communication through the child's parent or guardian.

9 Understanding Your Audience

When communicating, always consider who your audience is and their level of familiarity with the club's protocols and events:

I. **Be Inclusive**: Remember that not everyone may be familiar with club protocols or past events. Provide context and background information when necessary.

II. **Clarify Questions**: When someone asks a question, ensure you understand what they are asking. If needed, ask follow-up questions to clarify their query.

III. **Be Patient**: Be patient and understanding, especially with new members or those who may not be as familiar with the club's operations.
IV. **Provide Resources:** Direct members to resources or documents that can help them understand the club's procedures and events better.

10 Conflict Resolution

I. **Address Issues Promptly**: If conflicts arise, address them promptly and respectfully. Seek to resolve issues through direct communication.
II. **Mediation:** If direct communication does not resolve the issue, seek mediation from a coach or club official.
III. **Documentation:** Keep records of significant communications and resolutions for future reference.

11 Confidentiality

I. **Respect Privacy:** Do not share personal or sensitive information without permission.
II. **Secure Information:** Ensure that any confidential information is stored securely and only shared with those who need to know.

12 Enforcement

I. **Monitoring:** Club officials will monitor communication channels to ensure compliance with this policy.
II. **Consequences:** Violations of this policy may result in disciplinary action, including warnings, suspension, or termination of membership.

13 Review and Updates

This policy will be reviewed annually and updated as necessary to ensure it remains relevant and effective.

Signature: .....
Chair

Signature: .....
Secretary