



TALKIN TARN AMATEUR ROWING CLUB (Ltd)

Communications Policy

When communicating with members the following good practices should be observed:

Email

Talkin Tarn Amateur Rowing Club has an email address which is used to communicate with members and external bodies. The email address is checked daily, often several times during the day, and emails received forwarded to the relevant person(s) to deal with

- Block communications with members should be sent via the Club's email account; anyone wishing to circulate information to large numbers of members at one go should email their document or message to the Club email account stating which group of members are targeted. The administrator will then forward the information to those people.
- When registering with British Rowing or other bodies for information from a specific initiative the Club's email should be given as the contact address.
- When using a personal email address to send an email on Club business, members can 'copy in' the club's email address when relevant instead of passing the email through the Club administrator as above.
- Email will sometimes be used as a means of discussing a particular issue among a group of members. In these cases the discussions/responses should be directed through the Club email where the administrator will ensure that every member of the group receives details of everything that is said*

** This way the club will have a record of what is happening and will not be reliant on one person passing on information*

- The membership secretary will pass on the contact details of new members to the club email administrator to enable the communications list to be kept up to date
- The membership secretary will inform the administrator of changes in members' contact details and if members do not renew membership or otherwise cease to be members
- The membership secretary will liaise with the committee in the best method of communicating with those members who do not provide an email address
- When a new member does not provide an email address the membership secretary should enquire as to the preferred method of communicating with the member
- The membership secretary, when necessary, will ascertain how regularly an email address is checked

Letters

- It is the Secretary's responsibility, or that of a person nominated by them to communicate with members in writing



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Telephone / text messaging

- It is not appropriate for coaches, club officials or adult members to communicate directly with junior members without their parent's/guardian's knowledge
- Abusive, bullying and indiscreet messages between members will not be tolerated
- TTARC will not communicate by Facebook Group message or by text message.

Social networking sites (e.g. Facebook/Twitter etc)

- The Club has a Facebook Group page which will be used as a noticeboard only.
- The Club has a Twitter page which will be used as a noticeboard only.
- The CWO and one other nominated committee member will have admin rights to the Club Facebook and Twitter pages.
- A suitable Club official will investigate any allegations of inappropriate content posted on the sites by members of the Club which are relevant to the Club and/or its other members.

(If the club wishes to use an online group/site email facility for discussion purposes it should look into setting up a secure member's area where discussions and opinions are openly visible to everyone in the group and the appropriate policy written.)