



Communications Policy

Document	Version	Date	Authorised Person	Reason	Status
KV008	1.0	13/12/2023	Steven Moore	Initial document to be agreed at AGM	Draft

Purpose

Communication is key to success in a sports club and [name of club] do not underestimate this. We use a range of platforms to communicate with Coaches, Parents, Guardians and Riders. This policy is to ensure 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.

Scope

This policy applies to all Coaches, MTB/Ride Leaders, Committee Members, Volunteers, Parents/Guardians and Riders.

Verbal Communications

- Coaches, MTB Leaders, Volunteers, Parents/Guardians and Riders are each responsible for creating an environment where matters can be raised openly and resolved between them in an amicable fashion.
- If a Coach, MTB Leader or volunteer has an issue with a rider and/or Parent/Guardian, they must approach that rider and/or Parent and attempt to discuss the matter in a sensitive, objective and professional manner.
- If a rider or Parent/Guardian has an issue with a Coach or MTB Leader, they must approach the Head Club Coach directly and attempt to discuss the matter in a sensitive, objective and professional manner.

The club has x Wellbeing and Protection Officer(s) (WPOs) 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 WPO for advice and assistance and they will follow the following flowchart [here](#).

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 does not occur.

Our Club Secretary has accountability for and control over material published on our club's website and any related discussion groups or social media websites, such as Facebook, Instagram and Twitter.



Kingdom Velo

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.



SPOND

Spond will be the primary method of communication. It will provide details on events, clothing, membership and will be the primary method for payment to the club.

- Our SPOND will include current information on competitions, social events, committees, policies, constitution etc.
- No offensive content or photos will be published.
- We will seek feedback from members to improve the information available on the app.

SMS, Whatsapp and Email

Committee Members, Coaches may use Text, Whatsapp and Email to provide information about competition, training, club-sanctioned social events and other club business, however:

- SMS and Email will only be used where SPOND cannot for some reason
- 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.

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 site.

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 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
- must not bring the club into disrepute.

Coaches and others who work with children and young people must direct electronic communication through the child's parents.

Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our member protection policy or code of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.

For more information on how we use personal data, please refer to our Data Use Policy