



## **PNFS – Good Communication Policy**

### **Aims**

This policy is issued as guidance on good practice in communication to be followed by all volunteers including trustees, officers and members of the Society in all forms of written communication including emails and texts.

The Society expects that all written communication (including emails) will be respectful, collegial and courteous between members and with members of the public. All volunteers including trustees, officers and members of the Society are expected to follow the following written communications etiquette.

- Include a clear subject matter in all emails.
- Use an appropriate greeting- If you have not had correspondence with someone, introduce yourself with your first email by identifying the Society, area of interest, background, etc.
- Keep your communication clear and concise. Never write anything that would damage the reputation of the Society or make you uncomfortable if it were published.
- Be polite. Avoid at all times language which may be regarded as insulting, offensive, or implicitly derisive or ridiculing of someone or some group. There is no place for mockery, sarcasm, misrepresentation, de-meaning language.
- Check your tone. Show respect for the opinion of others at all times. If you wish to express disagreement, do so politely and in a respectful manner. Do not send an email when you are angry or emotional. Cool off, reflect and then review your response. You may find you want to send a more tactful message.
- Proofread your email. Remember, email is still a written medium, and it is important to review outgoing communication for spelling errors, incomplete sentences, or grammatical errors.

### **Good practice when using emails**

- Be positive – don't over communicate by email - consider if a phone call might be an alternative.
- Be cautious with 'reply all'. 'Reply to all' should only be used when everybody needs to know information or needs to contribute to an ongoing discussion. However, a response to a group email (e.g. the trustees) should normally use 'Reply all' to the original email group
- Consider using FIO (for information only) or 'Response Requested' in the subject heading
- Be careful about identifying some email as "urgent". Use this warning sparingly.
- Be discriminating when sending lengthy attachments. They take time to download, as well as time to read.
- When replying to a question, refer to the question in your email, then provide your response. Don't send a message that only reads, "Yes." It's too blunt and the message could confuse the reader.
- Add contact information at the bottom of your email messages in each one that you send.
- Do not forward emails addressed to you personally, to others. If in doubt, ask the writer's permission before forwarding their email. Sometimes a great deal is lost without the context of that original conversation, and misunderstandings by third parties can result.
- DON'T TYPE IN ALL CAPS, or use excessive exclamation marks!!!. This can be perceived as "shouting" via email.



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- If you can't check your email for a period of time, be sure to leave an outgoing message indicating the date when you will be reading and responding to your messages.

### **Procedure for complaints**

In the event that a member considers that these guidelines have been seriously breached a complaint may be lodged using the Complaints Procedure.

An informal discussion between the parties will be undertaken wherever possible before a complaint is formally issued. Make your concerns known to the Chair who will attempt to get agreement between the parties on future practice.

Only when there is failure to reach a resolution by these informal means will the Complaints Procedure be activated.



Version Control

Policy	Version	Created / Updated	Owner
Good Communication Policy	1	Created and adopted 17 <sup>th</sup> September 2021	Secretary