[Insert Logo]

This template is for guidance purposes only and should be edited as appropriate for your group

**Communications Policy**

# Foreword

The [insert group name] is committed to having an effective communication policy to support all members and recognises the importance of this document in guiding effective and positive interactions between all parties.

**Our Communications Objectives:**

* To facilitate communication between all members
* To facilitate internal and external communications with other parties
* To strengthen the ability of members to contribute in a positive way

# General Principles

* All members of the [insert group name] are encouraged to communicate with other members in an open, transparent, and positive manner
* The format for some communication may vary to suit the needs of the group or individuals
* We will be mindful that English may not be everyone’s primary language of communication
* In all communications, members should not disclose any personal or confidential information
* In all communications, members should not share information or make comments that could be considered inappropriate, offensive, or defamatory
* Email addresses and contact details of [insert group name] members should only be shared for the purpose of [insert group name] business
* All formal correspondence must be sent to the Chairperson for recording and for distribution to the Committee, as appropriate
* In all communications, General Data Protection Regulation (GDPR) is a key consideration. For further guidance please see [insert group name] Data Protection Policy

# Internal Communication

**Stakeholders:** Members and the Committee

**Purpose:** This section relates to communication between internal stakeholders within [insert group name]

**Members**

The Membership is made up of all the registered members of the group. The [insert group name] will communicate with all members through, but not limited to, the following methods:

* AGM meetings
* Weekly/Monthly gatherings
* WhatsApp - Text
* Social media posts
* The [insert group name] Website
* Email

* In most cases, the Committee will communicate with the members through the above-mentioned methods
* Members should communicate with the [insert group name] in the first instance by contacting the Chairperson

# Committee

* The Committee meets throughout the year, regularly, as agreed
* All Committee meetings are documented and minutes taken, recording the decisions of the group. These minutes are available to members

**External Communication**

**Stakeholders:** Media and other as appropriate

**Purpose:** This section relates to communication between [insert group name] and external stakeholders

# The Media

* Before speaking to media on behalf of [insert group name] approval should be sought from the Committee
* In the course of day-to-day work, the Chairperson will draft and release, press releases and other routine media communications

# Social Media

Social media can be used in a positive way to highlight the work that [insert group name] is doing, as well as being useful for supporting members activities. In referring to the [insert group name] via your own social media, the following points should be taken into consideration.

[Insert organisations social media channels if applicable]

* Check the accuracy and sensitivity of what you are posting before pressing submit
* Confidential information relating to the [insert group name] work must not be published online
* Be respectful of others’ views and opinions
* Try to add value to the work and ethos of the [insert group name] where appropriate, and reflect the inclusive ethos of the [insert group name]
* Do not use ethnic, religious or discriminatory comments, remarks or slurs,

insults or obscenities

* Do not engage in conduct that would be viewed as unacceptable online, e.g. cyberbullying
* Share information that you know to be true, be careful of fake news
* [insert group name] Social media accounts are managed by the [insert title of designated person] and Committee
* No one person shall solely have administration rights to the [insert group name] social media accounts.
* Requests to post content on social media can be submitted to the [insert title of designated person] for consideration
* All members are encouraged to follow and support [insert group name] social media
* No members or other person associated with [insert group name] shall post negatively or irresponsibly on social media. Any negative or irresponsible comments will be removed

# WhatsApp

# Messages posted on WhatsApp should always be respected in tone

# WhatsApp is not an appropriate forum to air issues in relation to [Insert Group Name]

* The group may not be used for inappropriate posts i.e posting personal/business promotions etc.
* Communication within the WhatsApp group is considered private and should not be shared
* Group admin has the right to remove any comments or users not adhering to guideline

# CONFIDENTIALITY

For the [insert group name] openness, transparency and democratic processes are core values. During the course of their work, [insert group name] may at times become privy to information that is confidential or even personal in nature to members. In such instances, all parties are required and expected to treat that information with the utmost respect, consideration, and confidentiality. Breaches in confidentiality, will be treated with seriousness and may be subject to complaint or grievance in line with the [insert group name] Grievance Policy.

Examples of confidential information, may include:

* Individual statements or opinions expressed during meetings. In minutes the group decision will be reported not the general discussion.
* Information relating to members that is not in the public arena.
* Disciplinary, grievance and /or complaints issues.
* Personal difficulties that members may be experiencing.
* Any internal difficulties within [insert group name] including disagreements or difficulties between individuals within the [insert group name] and Committee members.

**Complaints and Grievance:**

Any complaints or grievances arising from communications activities, either internal or external, involving any stakeholders operating under this document, will be dealt with in line with the [insert group name] Grievance Policy.