Issue Date: November 2021

**Dumfries Cycling Club Communications Policy**

1. **Purpose**

Communication is key to success in a sports club and Dumfries Cycling Club do not underestimate this. We use a range of platforms to communicate with Riders, Parents, Guardians, and followers. 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.

1. **Scope**

This policy applies to all Office Bearers, Committee Members, Members, Volunteers, Parents/Guardians and Riders.

**Verbal Communications**

• Office Bearers, Committee Members, Members, 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 an Office Bearers, Committee Member 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 or Rider has an issue with an Office Bearer, Committee Member or Volunteer, they must approach the said Person directly and attempt to discuss the matter in a sensitive, objective and professional manner.

The club has a Wellbeing and Protection Officer(s) (WPOs) who acts 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 Committee and Website Office have 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.

**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 or with direct authorisation from the Parent/Guardian.

● We will seek feedback from members to improve the information available on the site.

**SMS and Email**

Office Bearers and Committee Members may use Text and Email to provide information about events and club-sanctioned social events and other club business, however:

● 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.

Welfare Officer 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.

This policy is issued by instruction from the Committee of Dumfries Cycling Club. It supersedes any previous similar policy. This policy can only be reviewed and issued by the Committee of Dumfries Cycling Club.

Signed as authorised and accurate policy: Dumfries Cycling Club Committee – 27th November 2021. Review required by November 2022.