



Communication Policy

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Version	1.3
Title	Communication Policy
Approved by	FAB Exec Committee
Date Issued	8th July 2026
Review Date	8th July 2028

FAB Club will:

- Provide full details prior to all activities / events.
- Provide contact details for parents / guardians to use in case of emergency.
- Provide registration forms for camps and activities.
- Respond to all correspondence in a timely manner.
- When numbers are limited for an activity / event inform all respondents as to whether a place has been allocated or not.

Parents/Guardians will:

- Communicate with FAB Club via telephone, website, email and/or letter.
- Inform FAB Club of any changes in personal details: i.e. address, telephone numbers and email address.
- Return activity / camp forms by the return date and ensure that they are fully completed.
- Understand that an immediate response to a communication is not always possible, however, know that a response will be sent.



Club:

019845. This phone will not always be answered immediately due to work of FAB Club volunteers. An answer phone service is available: leave a message with details and nature of the call. Someone will contact the caller asap.

- Website: www.fabclub.org.uk Messages will be answered asap

Frenchay After Burns Children's Club.

Registered Charity Number 1105104.

- Email: mail@fabclub.org.uk
- Social Media sites – Facebook, Instagram - Messages will be answered asap.
- Letter: via our PO Box address. PO Box 1176, Bristol. BS36 2ZR. Post is collected regularly and will be answered asap.

Internal Communication with FAB volunteers -

- FAB club volunteers will provide up to date contact information to the secretary, this contact information will only be used or circulated to facilitate FAB club administration.
- FAB volunteers are to register attendance to all meetings and events via the Spond app. Volunteers are to respond to the secretary with apologies if unable to attend meetings.
- FAB club secretary will circulate minutes of each FAB club meeting via email to all volunteers.
- FAB club asks that all volunteers respond to email communications in a timely fashion.
- FAB Club volunteers are invited to join a WhatsApp messenger group which is a forum for sharing information and diary events between volunteers administrated by the FAB Club secretary.
- Communication between FAB Club volunteers via email or other means should be proportionate, courteous and in line with the volunteer code of conduct and club policies.
- Volunteers are invited to contribute to the FAB Club social media sites, whilst ensuring that the content is appropriate, and that any media shared has the appropriate consent in line with the media policy. Any inappropriate content on the social media sites should be removed and reported to the website administrator.