



Frenchay After Burns Children's Club.

Registered Charity Number 1105104.

Communication Policy

Policy ID	FAB-P09
Version	1.2
Title	Communication Policy
Approved by	FAB Exec Committee
Date Issued	17 th June 2021
Review Date	17 th June 2023

Communication Policy

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 FAB Club will 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.



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How to contact FAB Club:

- FAB phone: 07821 989845. This phone will not always be answered immediately due to work commitments of FAB Club volunteers. An answer phone service is available: leave a message including name, contact details and nature of the call. Someone will contact the caller asap.
- Website: www.fabclub.org.uk Messages will be answered asap.
- Email: mail@fabclub.org.uk
- Social Media sites – Facebook, Instagram and Twitter - 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 club secretary will circulate an agenda prior to each monthly committee meeting by email to the volunteers. Volunteers to respond to the secretary with apologies if unable to attend.
- 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 have 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.