



<u>HCC Club Policy</u> <u>COMMUNICATIONS</u>	HCC 07	Revision No: 01
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The club recognizes that it has a duty of care both to members participating in activities & to coaches who volunteer their time to organize activities & in doing so are exposed to the risk of scrutiny.

However, it is important to recognize that the other member may have a different point of view which needs to be respected.

- Coaches should welcome constructive feedback made in the spirit of 'a critical friend'.
- Members & coaches should refrain from public criticism of fellow members & coaches. Concerns & differences in opinion should initially be dealt with on a one to one personal basis. More serious disputes should be raised with the chair if in relation to club policy or with the Canoe England if regarding coach competence or Canoe England compliance.
- When making comments to other members or coaches a personal approach should be used. Comments should include a proper explanation of the concern. Comments should be specific not general. Comments should be focused on the action or behaviour not the person.
- Where possible members should avoid use of emails or other written forms of communication which might be misinterpreted or lead to polarization or escalation of a dispute.
- Should a matter be raised with the chair & they feels it deserves further action, they should first raise the matter discretely with those concerned & provide a full explanation of the nature of the comment/complaint along with name of who has raised it.
- Formal complaints/comments should be covered in accordance with HCC complaints procedure
- No member of the committee including the chair may unilaterally make public communications expressing an opinion on the actions or behaviour of another member without the express approval of the elected committee.
- No member of the committee with the exception of the chair should unilaterally approach other club members on behalf of the club, requesting reports or comments or for any other reason without the express approval of the elected committee.
- As with all committee discussions, committee members who are directly involved with a complaint should declare such an interest & not take part in any vote.
- No member should involve members of the public in sensitive meetings or allow them to make derogatory comments about other members.
- No member should shout or swear aggressively at another member.
- No member should make public comments on the capabilities of another coach – such opinions should be directed to the Canoe England.
- Where a matter is referred to the Canoe England it will be dealt with under Canoe England internal guidelines & should not be commented on by the club or its members.