**Communication Policy**

**Introduction**

Donvale Dunkers administrators, coaches and team managers are volunteers who give large amounts of time to enable the club to function. This policy recognises that communications by way of email, phone calls and social media websites, whilst valued, can place significant burdens on these volunteers.

**Respectful Communication**

Parents and players are requested to be respectful in all communications. It is not respectful to communicate with other parents and player concerning issues relating to their team, coach, administrator and team managers without involving the person concerned.

**Social Media**

Parents and players are requested to be respectful in all communications when posting on social media sites. This includes not posting derogatory comments about their team, coach, administrator, team managers, the opposition, umpires or affiliated associations.

**Communication Black Out**

To enable volunteers adequate free time after games there is a communication black out from the end of the game until 5:00pm the following Monday. The purpose of this black out period is to firstly enable volunteer coaches, team managers and administrators time to deal with the game for that applicable weekend and secondly to give you time to fully consider the issue and carefully process the best healthy approach to dealing with it.

**Resolution of issues**

Parents, players, coaches, team managers and administrators are encouraged to

resolve all issues in a healthy way between the parties concerned at all times seeking to uphold the values of the Donvale Dunkers basketball club. In the event that an issue remains unresolved after efforts are made between the parties concerned it should be referred to the club co-ordinator to be dealt with in accordance with the grievance and complaints policy.