

RDYFL Communication Policy

Aim:

The RDYFL aims to have clear, effective, high quality communication amongst the committee and with club secretaries and officials. We need to ensure that communications between all members of the RDYFL community are clear, professional, timely and appropriate.

Objectives:

All communications should:

- Keep clubs well informed
- Be open, honest, ethical and professional
- Use jargon free English and be easily understood by all
- Be actioned within a reasonable time
- Use the method of communication most effective and appropriate to the context, method and audience

Communication within the RDYFL

Email:

- Email is the most common form of communication with the RDYFL committee and can be accessed through the RDYFL website.
- Emails should be directed to the league officer with the relevant responsibility to the enquiry.
- Managers/parents are discouraged from contacting league officers directly; all communication must be between club secretaries/chairperson(s) and the league officer in question.
- At all times, a professional and considerate tone should be used for email communication between committee members and the RDYFL community.
- Please allow 3 working days for committee members to respond to an enquiry before emailing again.
- The RDYFL has and will use emails as evidence in disciplinary meetings regarding any contravention of our rules.

Telephone:

- All league officers have their telephone number available on the RDYFL website for club secretaries to access.

- An answerphone message should be left should the officer not answer the call. This also applies when managers ring referees. Leave a message if there is no answer.
- Telephone calls should be directed to the league officer with the relevant responsibility to the enquiry.
- Managers/parents are discouraged from contacting league officers directly via telephone; all communication must be between club secretaries/chairperson(s) and the league officer in question.
- No telephone calls should be made to league officials after 21:00 in the evening.
- Please allow 3 working days for committee members to respond to an enquiry before calling again.
- A text message can be sent if the league officer is unable to answer the phone.

Social Media:

- The RDYFL has Facebook and Twitter accounts which are used to celebrate youngsters' achievements; post messages/notices and to serve as a source of information for all our member clubs/teams.
- Your own social media accounts are your responsibility and your posts/tweets must avoid any of the following:
 - Defamatory comments about the league, opposing teams, referees or results
 - The publishing of results as a method of antagonising opponents
 - The publishing of results for non-competitive football (Mini-Soccer and U11s)
 - Advertising for players of other teams to join your own
- The RDYFL has and will use posts as evidence in disciplinary meetings regarding any contravention of our rules.

We ask for your support with upholding the ideals of this document