



*Bowls Alberta*



## **Communication Policy**

### **Policy Statement**

The Bowls Alberta Association (BA) is committed to communicating with people or agencies as efficiently and effectively as possible.

### **Purpose**

The purpose of this policy is to govern the practice and procedure of communicating with anyone who interacts with the organization through the staff and volunteers representing the BA via e-mail or telephone.

### **Application of this Policy:**

#### **1. Timeliness of responding to requests for information**

- a. All correspondence will be addressed within 5 working days of receipt.
- b. Where an answer cannot be given immediately a response will be sent to confirm receipt of the request and to inform the person the action being taken.
- c. When correspondence is to be passed on for further management the forwarding of the information is to be at the same time as the response to the requester.

#### **2. Recording of correspondence for legal responsibility**

- a. Records of correspondence will be maintained for a minimum of 2 years from the date of receipt.
- b. Records will be stored in the manner in which they were received as follows:
  - electronically collected correspondence will be stored as data,
  - letters on paper will be filed in binders or the storage cabinets.
- c. Legal records of court or lawyer communications will be stored for 7 years.

#### **3. Communication through the website**

Information for the membership on the BA website must be updated regularly and remain current except that which is archived under the *Results* and *Awards* sections.

#### **4. Vacation times**

Periodically the 'office' will be closed for vacation and notices will be set via the email responder and telephone answering service.