



Newark Town Football Club Communications Policy

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1. PURPOSE

The purpose of this Policy is to ensure that all oral and written communications between participants within the Club and between the Club and external parties are transmitted efficiently; are clear, courteous, and constructive; and are dealt with in a prompt and professional manner.

This Policy takes effect on the date it is approved by Board.

2. SCOPE

This Policy applies to all Officials, Coaches, Managers, Players, Parents, External Parties engaged by NTFC and participants. This Policy does not limit or restrict the application of any other Policies.

3. COMMUNICATIONS BETWEEN CLUB, COACHES, MANAGERS, PLAYERS AND PARENTS

3.1. General Communication and Information

Board Members, Coaches, Managers (Team Officials), Players and Parents are each responsible for creating an environment where matters can be raised openly and resolved between them in an amicable fashion.

If a Team Official has an issue with a Player and/or Parent, they must approach that Player and/or Parent and attempt to discuss the matter in a sensitive, objective and professional manner.

If a Player or Parent has an issue with a Team Official, they must approach that Team Official directly and attempt to discuss the matter in a sensitive, objective and professional manner.

If the matter cannot be resolved to everyone's reasonable satisfaction, then the matter should be raised in accordance with clause 4 below.

3.2. Communication from the Board to teams

Teams are to have at least one RESPECT Official registered for the current season.

Nominated RESPECT Officials have email / internet access and can open MS Office documents.

3.3. Communication from Team Officials to Parents & Players

As early as possible after team formation, Managers ascertain from team members which method of information dissemination is preferable (email, website, hard copy) to ensure communication of club business to all team members throughout the season. This communication must be a private email address or messages service (not a shared email or any method accessible by a third party). There may be welfare and safeguarding matters that need to be discussed so complete privacy is required.

Any group email communication is performed using the 'BCC' (blind copy) option so that email addresses of individual recipients are not included in the message.

3.4. Communication from Teams to the Board

NTFC members communicate suggestions, issues or complaints to the Board only via their manager or by using the contact us page on the club website – www.newarktownfc.com

3.5. Communication from the Club to NTFC Managers

NTFC Manager's Meetings are attended by the Secretary or their nominated representative.

Appendix 1 shows the club members, their roles and responsibilities and preferred methods of contact.

Any Newark Town FC Facebook pages or WhatsApp groups are to be used to communicate general matters. Comments should be transmitted efficiently; are clear, courteous, and constructive. Personal grievances are not to be aired on these pages, a private message or phone call to the individual to discuss the matter is appropriate. Should a matter become a discussion point please email youthsecretary@newarktownfc.com to ask for the item to be added to the next meeting agenda. Also please note: if you have a suggestion or problem, please present this at the meeting with your proposed solution or request for support from the other Managers.

3.6 Communication from External Provider engaged by the Club

If an External Provider has an issue with a Player and/or Parent, they must approach the manager along with the player and/or parent and attempt to discuss the matter in a sensitive, objective and professional manner. The matter must also be raised with the Secretary.

If a player or parent has an issue with an external provider, they must first refer the matter to their team Manager, who will speak to the external provider in a sensitive, objective and professional manner. Matters should also be raised with the Secretary or Chairman.

4. ESCALATION OF MATTERS FROM COACHES, PLAYERS AND PARENTS

The Manager is the primary point of communication between the Club and Coaches, Players and Parents. If a Coach, Player or Parent has a matter they wish to raise with the Club, they should raise the matter with his or her relevant Manager. The matter should be presented in a respectful and courteous manner with sufficient details to enable a reasonable person to assess the matter and form an opinion.

4.1. If the Coach, Player or Parent is not satisfied with the response of the Manager, he/she can insist the matter be raised with the Youth Lead Josh Feehily, and the Manager should do so as soon as reasonably practicable.

4.2. The Manager is responsible for:

- (a) ensuring that the matter is kept private and confidential between the manager and parent;
- (b) following up any matter escalated to the Secretary until that matter is resolved; and
- (c) keeping the individuals that first raised the matter fully informed of the progress of the matter.

5. ESCALATION OF MATTERS FROM MANAGERS

The Secretary is the primary point of communication between the Club and the Manager of each team.

If a manager has a matter they wish to raise with the Club or is required to raise with the Club pursuant to clause 4.3 above, they should raise the matter with the Secretary. The matter should be presented in a respectful and courteous manner with sufficient details to enable a reasonable person to assess the matter and form an opinion.

If the Manager is not satisfied with the response of the Secretary, they can insist that the matter be raised with the Chairman and Board of Director, and the Secretary should do so as soon as reasonably practicable.

The Secretary is responsible for:

- (a) following up any matter they escalate to the Chairman until that matter is resolved; and
- (b) keeping the Manager that first raised the matter fully informed of the progress of the matter.

6. ESCALATION OF MATTERS FROM TEAM OFFICIALS

If a Team Official (Coach or Manager) has a matter they wish to raise with the Club or is required to raise with the Club pursuant to clause 5.3 above, they should raise the matter with the Chairman. The matter should be presented in a respectful and courteous manner with sufficient details to enable a reasonable person to assess the matter and form an opinion.

If the Club Official is not satisfied with the response of the Chairman, they can insist that the matter be raised with the Board of Directors at the next scheduled Board Meeting.

The decision of the Board, in relation to any matter raised with it, will be final and binding on all Participants concerned.

7. COMMUNICATIONS WITH EXTERNAL PARTIES /PROVIDERS

The Chairman and the Secretary are the primary points of communication between the Club and any External Parties or Providers.

No other Participant is permitted to communicate with any External Party or Provider on matters relating to the Club without the prior permission of the Secretary (or Chairman) at the relevant time.

If the Secretary does give permission for another Participant to communicate with an External Party, that Participant should copy the Secretary on all written correspondence and brief the Secretary on all conversations that take place.

The Newark Town FC website (www.newarktownfc.com) is another official source of Club information, particularly during the pre-season.

Any alterations to the website should be directed through the Webmasters; Carla Brown, Chris Wade or Gary Cooper via their preferred method of contact.

8. SANCTIONS

Any Participant that breaches any provision of this Policy will be subject to sanctions as determined by the Board.

The Club will determine the scope and duration of each sanction.

Any decision of the Club will be binding on the Participant.

9. DUTY OF DISCLOSURE

A Participant must promptly report to the Club any breach of this Policy or any unethical incident involving others who are bound by this Policy.

10. NOTICE AND RIGHT TO BE HEARD

The Club may enforce the terms of this Policy and invoke the sanctions only if it has given the party alleged to have breached this Policy:

- (a) reasonable and sufficient notice of each and every particular of the alleged breach.
- (b) notice of possible sanctions; and
- (c) the opportunity to be heard and to make submissions in relation to that alleged breach.

11. GRIEVANCE PROCEDURE

If a Participant disputes the Club's purported action taken under this Policy, that party must give notice to the Secretary:

- (a) within 14 days after the date on which the purported action was taken: and
- (b) specify the reason for the dispute and any relevant facts.

Any purported action taken by the Club under this Policy will not take effect until the Grievance Procedure has been terminated or exhausted.

12. TIMEFRAME

Unless exceptional circumstances can be established, an action for breach of this Policy must be brought within three (3) months from the time the subject matter of the breach was brought to the attention of the Club.

13. DEFINITIONS AND INTERPRETATION

13.1. In this Policy:

Club means Newark Town Football Club

Club Official means: an employee, consultant, officer or director of the Club.

Coach means a person appointed by the Club to coach teams of Players. The name and contact details of all Coaches can be obtained from the Secretary.

Board means the Board members of the Club. The members of the Board are identified on www.newarktownfc.com.

External Parties means, FA, Leagues, or any other external party. For the avoidance of doubt, Participants are not External Parties.

External Provider means any party employed by the club to provide a service such as Development Coaching.

Grievance Procedure means the procedure that applies exclusively to facilitate the expeditious and fair resolution of disputes or grievances that arise between the Participants.

Manager means a person appointed by the Club from to manage teams of Players.

Parent means a person that has parental responsibility for a Player who is under the age of eighteen years (18).

Participant has the meaning ascribed to it in clause 2.1 above.

Player mean a person registered to play football with the Club.

Policies means the Club's constitution and by-laws and the rules and regulations, codes, policies and procedures as developed or implemented by the Club from time to time (current versions of which can be obtained on www.newarktownfc.com) or by the FA, from time to time (as they each relate to the activities of the Club and its Participants) (current versions of which can be obtained on their respective websites), including the RESPECT Laws of the Game.

Chairman means the person appointed to the office of Chairman of the Club. The name and contact details of the President are listed on www.newarktownfc.com.

Vice Chair means a person appointed to the office of Vice President of the Club. The name and contact details of the Vice Presidents are listed on www.newarktownfc.com.

Secretary means the person appointed to the office of Secretary of the Club. The name and contact details of the Secretary are listed on www.newarktownfc.com.

13.2. The Club will interpret all terms of this Policy and any other Policies, and any such interpretation will be final and binding on each Participant. The Club may issue guidelines to assist in that interpretation.

13.3. The Club may vary this Policy from time to time or make such further rules as it deems fit.

APPENDIX 1

Please refer to the information below before you contact any member of the club. A lot of information is available on the website so please ensure you have checked www.newarktownfc.com before making contact.

Please take into account that Club officials also work and may not be able to respond to your request or query immediately. If you do not receive a reply within 24 hrs then please resend your message.

Name Position held	Other Responsibilities	Preferred Method of contact Times of contact	Response Time
Chris Wade CHAIRMAN TREASURER	Board Member, Invoices and accounts	Email chris.wade68@hotmail.co.uk WhatsApp Call 07768 179894 From 5pm until 9pm	Within 24 hours
Sarah Robinson VICE CHAIR DIRECTOR	Board Member PR Manager Sponsor Liaison	sarah.robinson30@btinternet.com Facebook Messenger Between 8.00am-9.00pm	Within 24 hours
Craig Mountney DIRECTOR	Board Member	craig_mountney@yahoo.co.uk 07811 370413 Facebook Messenger Weekdays between 5.00pm and 10.00pm	Within 24 hours
Josh Feehily YOUTH LEAD	Board Member	jfeehily96@hotmail.co.uk 07483 251727	Within 24 hours
Mark Nesbitt GIRLS SECTION LEAD		Facebook Messenger or call 07508 478131	Within 24 hours
Gary Cooper WELFARE OFFICER	Child Welfare and safeguarding	cwo@newarktownfc.com	Within 24 hours
Matt Hallam KIT MANAGER		matt.hallam80@googlemail.com	Within 24 hours
Carla Brown YOUTH SECRETARY DIRECTOR YMCA CONTACT	Board Member Player registrations Liaison with the FA, County FA and Leagues Junior pitch bookings General enquiries	youthsecretary@newarktownfc.com Monday and Friday between 9.00am and 8.00pm If urgent please call me 07967 428080 WhatsApp messages will be read when I can deal with the query When at work I can't answer calls – please WhatsApp a message	Within 24 hours
Dave Roberts SENIOR SECTION SECRETARY	DBS Checks WELFARE OFFICER	dr.newark@ntlworld.com Text 07798895232	As required
Liz Andrews PAVILION MANAGER GIRLS WELFARE OFFICER	Sat & Sun management including rota Bookings for Tom Mann Pavilion, outside of normal fixtures. Liaison with Council. Upkeep and cleaning of Tom Mann Pavilion	Lizbethandrews@yahoo.co.uk	Within 24 hours