



## COMMUNICATION PROTOCOL

### Part 1 - Introduction

#### Terms used in this protocol

**AA.** In this protocol:

**Committee** means the Management Committee of the SBC;

**Committee member** means an officer or other member of the Committee;

**SBC** means the Sunnybank Bridge Club Inc.;

**SBC member** means a member of the SBC.

#### Purpose of this protocol

**A.** The purpose of this protocol is to establish and maintain effective communication channels:

- between the Committee and SBC members; and
- between Committee members.

#### Background to this protocol

**B.** Under the Laws of Duplicate Bridge 2017, Law 74A, a player should:

- maintain a courteous attitude at all times; and
- carefully avoid any remark or extraneous action that might cause annoyance or embarrassment to another player or might interfere with the enjoyment of the game.

**C.** The ABF is committed to these values:

- being appreciative and recognising the efforts of its volunteers;
- being tolerant and respectful;
- being fair and professional in all its dealings;
- honesty and integrity;
- consistency in decision-making and problem solving;
- being open and accountable.

**D.** The obligations of QBA's affiliated clubs include:

- complying with the Laws of Duplicate Bridge; and
- supporting the objects of the ABF and the QBA in fostering bridge.

**E.** These laws, values and obligations are reflected in the SBC Code of Conduct and Grievance Resolution Procedure, which states the SBC has a policy of zero tolerance of unacceptable behaviour.

**F.** Consistent with B to E, the SBC aims to:

- promote an enjoyable atmosphere at all of the SBC's bridge sessions; and
- encourage commendable behaviour as the norm.

- G. In keeping with B to F, communication between the Committee and SBC members, and between Committee members, should be based on mutual respect.

## **Part 2 – Communication between the Committee and SBC members**

### **Committee’s commitments in relation to its communication with SBC members**

- H. The Committee is committed to continually improving the smooth running of the SBC by doing these things:
- being open, accountable and adaptable;
  - valuing the commitment of SBC members to the SBC;
  - encouraging SBC members to raise with the Committee any ideas, suggestions, comments, problems, complaints, issues or other matters relating to the SBC;
  - endeavouring to respond as promptly as possible to any matters raised.
- I. In honouring these commitments, the Committee will:
- post the minutes of each Committee meeting on the SBC clubhouse noticeboard, and on the SBC website, as soon as reasonably possible after the minutes have been approved by the Committee (which will usually be at the next scheduled Committee meeting) and the minutes will remain on the noticeboard for 1 month, and on the website for 12 months, after posting; and
  - acknowledge receipt, by return email or letter, of any email or letter received from an SBC member as soon as reasonably possible; and
  - consider any matter raised in the SBC member’s email or letter at the next possible Committee meeting; and
  - advise the SBC member who raised the matter, by return email or letter, of the outcome of that consideration as soon as reasonably possible.
- J. If an SBC member raises with a Committee member a matter that needs to be considered by the Committee as a whole, whether by telephoning, sending a text message to or speaking in person with the Committee member, the Committee member will ask the SBC member raising the matter to send to the Secretary an email or letter setting out:
- what the matter is; and
  - the reasons for raising the matter; and
  - any background facts or other information relevant to the matter; and
  - if appropriate, what action the SBC member wants the Committee to take in relation to the matter.
- JA. If a Committee member (other than the President or the Secretary) receives from an SBC member an email or letter raising a matter that needs to be considered by the Committee as a whole, the Committee member will forward the email or letter to the Secretary.

### **What the Committee will not do**

- K. The Committee will not consider:
- any matter raised anonymously; or
  - any email or letter received from an SBC member that is abusive of or otherwise disrespectful towards the SBC, the Committee, any Committee member, any other SBC member or any visitor to the SBC.

### **How abusive or disrespectful correspondence will be dealt with**

- KA.** If the President or the Secretary receives from an SBC member (whether directly or under JA) an email or letter that he or she considers to be of a nature described in K, he or she will refer the email or letter to the Executive.
- L.** If the Executive agrees that the email or letter is of a nature described in K, the Executive may direct the Secretary to respond, by return email or letter:
- advising the sender that the Committee will not consider the email or letter; and
  - setting out the reasons for not doing so, referring the sender to this protocol; and
  - inviting the sender to resend the email or letter once it has been revised in accordance with this protocol.

### **Part 3 – Communication between Committee members**

#### **Committee members' commitment in relation to communication with each other**

- M.** Every Committee member is committed to continually improving the smooth running of the Committee and, therefore, of the SBC.
- N.** For that purpose, all communication (whether oral or written) between Committee members will be:
- open and honest; and
  - conducted in a tolerant and respectful manner.

#### **How Committee members may raise matters for Committee's consideration**

- O.** A Committee member (other than the President or the Secretary) who wishes to raise a matter that needs to be considered by the Committee as a whole will do so by sending to the President or the Secretary an email or letter setting out:
- what the matter is; and
  - the reasons for raising the matter; and
  - any background facts or other information relevant to the matter; and
  - if appropriate, what action the Committee member wants the Committee to take in relation to the matter.
- P.** The Committee member will refrain from circulating the email or letter to the Committee as a whole unless asked to do so by the President or the Secretary.

#### **How matters raised by Committee members will be dealt with**

- Q.** If the President or the Secretary (as the case may be) receives from another Committee member an email or letter raising, in accordance with O, a matter that needs to be considered by the Committee as a whole, he or she will, in conjunction with the Secretary or the President (as the case requires), decide whether to:
- include the matter on the agenda for the next scheduled Committee meeting; or
  - convene an additional Committee meeting to consider the matter; or
  - deal with the matter by sending to the Committee as a whole an email or letter inviting comment on the matter by return email or letter sent to the Secretary who will then collate, and circulate to the Committee as a whole, all comments received.

- R.** The Secretary will, by return email or letter, advise the Committee member who raised the matter of the decision under Q.
- S.** A Committee member who responds to an invitation sent under Q will refrain from circulating his or her comments on the matter to the Committee as a whole unless asked to do so by the President or the Secretary.
- T.** Nothing in O to S affects the SBC Constitution, clause 15[2], under which a special meeting of the Committee must be convened by the Secretary if required by at least one third of Committee members.

**Version 1: Made by the Committee at its meeting held on 8 March 2019.**

**Version 2: Amendments made by the Committee at its meeting on 2 January 2020.**

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President

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Secretary