

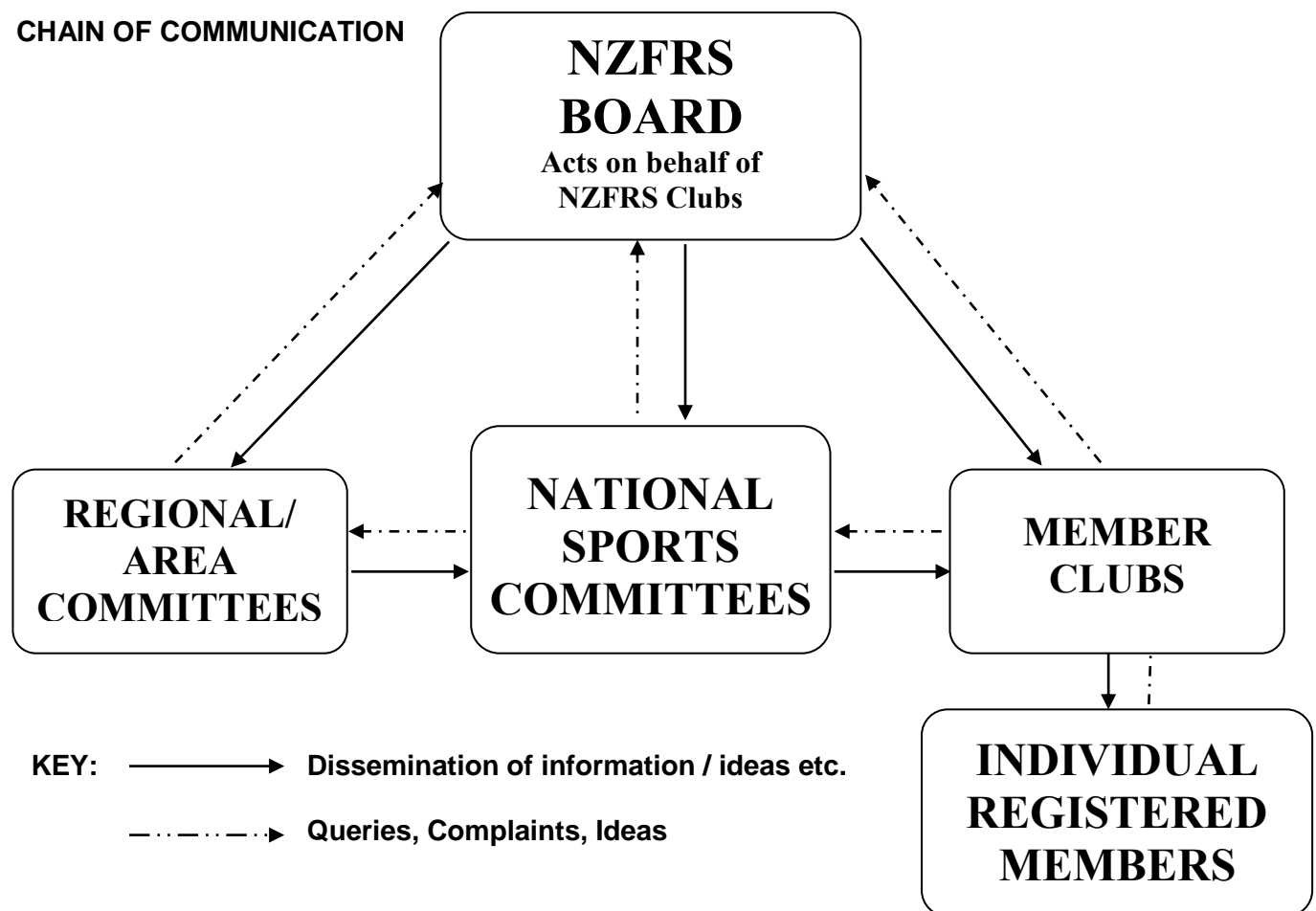
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CORRESPONDENCE & CHAIN OF COMMUNICATION

PURPOSE:

To ensure that all correspondence is correctly directed to the Board and / or Sports Committees, so that all matters are dealt with quickly, efficiently and effectively, and the committees have adequate time to give proper consideration to issues arising

CHAIN OF COMMUNICATION



PROCEDURES:

1. All Correspondence should be addressed to and sent from the relevant Club Secretary, unless it is a complaint against their specific club an individual member must address all queries through their own club.

- TECHNICAL QUERIES / COMPLAINTS ETC: to NATIONAL SPORTS COMMITTEES
- ADMINISTRATIVE QUERIES / COMPLAINTS ETC to the BOARD

2. All correspondence to Board Members and the Treasurer should be forwarded to the Board Secretary

3. Ensure that correspondence is received by the appropriate committee at least 7 days in advance of a scheduled and published meeting. Correspondence received after this time may be held over for the next scheduled meeting. However, with agreement an urgent situation may override this rule.

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4. Formal inwards and outwards correspondence, including e-mails are to be listed for circulation to Board members preferably 7 days prior to a Board meeting. This can be done on a monthly basis.
5. Emails must be consistent with acceptable business practice, which includes ensuring that usual standards of business language and conduct are followed. Formal correspondence should be on the appropriate NZFRS letterhead.
6. Care should be used with what is said in emails so as not to commit NZFRS/Regional/Area/Sports Committees beyond the level of the author's authority, and to avoid embarrassing NZFRS.

Approved	July 1999
Last Amended	May 2019
Next review	May 2021