

Lawn Bowls Association of Alberta

Communication Policy

Policy Statement

The Lawn Bowls Association of Alberta (LBAA) 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 LBAA 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 LBAA website must be updated regularly and remain current except that which is archived under the *Results* and *Awards* sections.