

Ocean Beach SLSC Standards of Service

As a surf club we receive a significant amount of correspondence via mail email and fax services, and we must stay committed to communicating effectively with our members and customers by adhering to the following standards.

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| Letters and Faxes |
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Acknowledging and responding to correspondence

- All written correspondence received via mail and fax will be acknowledged by the appropriate Director within five (5) working days of receipt.
- A formal response to all correspondence will be made within fourteen (14) working days. For more complex matters that require a longer period of time for a response, an update will be provided to the member/customer advising them of the situation.
- Fax and mail correspondence should generally be responded to by the same form of communication used by the customer.
- All faxes should be sent with the club fax number as the return contact number.

Standards for written correspondence

- Standard letters and faxes should be written using an established pro-forma.
- All correspondence should include the name and contact phone number of the person that has sent the communication.
- Correspondence should consist of plain English and be clear, concise and considerate.
- Where required, documentation will be proof read and signed off by an appropriate Director or the President.

Recording information

All written external correspondence received by the club will be recorded on the clubs correspondence register and distributed to Directors prior to Executive meetings.

Email

Email contact with our members/customers forms an integral part of how we communicate. The following guidelines will enable all Directors to provide quality service through this medium.

Acknowledging and responding to correspondence

- All email correspondence will be acknowledged within two (2) working days, either by the receiver or the Admin Director.
- All email correspondence will be formally responded to within fourteen (14) working days (this can include acknowledgement).
- For more complex matters that require a longer period of time for a response, an update will be provided to the member/customer advising them of this situation.

Protocols for the use of carbon copy ('cc') and blind carbon copy ('bcc') when sending emails

- The use of 'cc' and 'bcc' in email responses should only be applied when it is appropriate for additional persons to be aware of the information contained within the email. Anyone who is uncertain of levels of appropriateness should refer this to the club President.
- The use of 'cc' and 'bcc' in email responses should not be used for emails that contain privileged information.

Standards for writing emails

- All emails will contain a descriptive subject in the subject line.
- All external email correspondence will include professional language and an electronic signature indicating name, position and contact details of the person sending the email.
- Directors sending emails will ensure that measures are in place for any necessary information to be relayed to those who do not have access to email where the information contained in the email needs to be passed onto members.

Recording information

To be discussed further