



# Dalcroze UK Internal Communications Policy

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The aim of this policy is to promote and maintain a high standard of clarity and quality of all forms of communication across the Society

## 1. General

- 1.1 Communications related to the work of the Society are to be respectful and professional.
- 1.2 In the event of a Trustee, Member or Employee experiencing communication that they consider disrespectful or unprofessional, the Dalcroze Society Complaints Policy should be followed. Communication is not an exact art; misunderstandings and misreadings of tone or content do occur. In the first instance, the Society recommends your seeking clarification of meaning, if or when appropriate, as stated in the informal process of the Complaints Policy.
- 1.3 On Dalcroze UK business or at Dalcroze Society events, if circumstances hinder you fulfilling of your role fully and in a timely fashion (e.g. as a consequence of unavoidable delay), inform the Dalcroze UK Manager or event organiser as soon as possible in the way that your message will be received and can be acted on as quickly as possible (e.g. phone, text or email).
- 1.4 When writing, especially using electronic communication, the expectation is of awareness of and sensitivity to the recipient's working hours. As a matter of course, a recipient can expect to receive correspondence only between the hours of 8am to 9pm in their time zone. This does not preclude correspondence outside these hours but the sender needs to be particularly aware of the content and length of correspondence outside these hours, so as not to burden the recipient with immediate expectation of reading or replying to the correspondence.

## 2. Email and Dalcroze UK Diary

- 2.1 MS Office 365 is the mail system used by Dalcroze UK and the email is MS Outlook. These systems are set up for both the Society's and your benefit to separate Dalcroze UK activity from other work or private correspondence. Holders of Dalcroze UK email addresses are expected both to send and receive using their Dalcroze UK accounts. The Dalcroze Manager will assist with setting up the Dalcroze UK email for those new to the system. Currently, it is acceptable to use personal email addresses for Dalcroze UK internal business as long as the email is copied to your Dalcroze UK email address and that you request reply to your Dalcroze UK address. Dalcroze UK emails may be forwarded to your personal email account with the agreement of the Dalcroze Manager.

- 2.2 Dalcroze UK email address holders are requested to read their email messages at least twice a week. When not available for email correspondence, the Dalcroze Manger should be informed.
- 2.3 Use of “reply”, “reply all”, “copy”, “blind copy”, “forward” and “subject line”:
- 2.3.1 “reply” is the default response to an email.
  - 2.3.2 “reply all” is to be used with discretion and sparingly. If you use “reply all”, expect to have to reply individually to any response you consequently receive.
  - 2.3.3 “copy” is to inform, no reply is to be expected.
  - 2.3.4 “blind copy” is only to be used to protect personal information along GDPR lines.
  - 2.3.5 “forward” is to be used with caution and generally avoided.
  - 2.3.6 the “subject line” must not contain personal information including names or identifying personal details. It is requested that it is used productively, e.g. giving clear indication to content of the email or email thread. Avoid old subject lines being used for new content.
- 2.4 Dalcroze UK email address holders are expected to reply to emails within three working days or to send a response indicating when a full answer can be given.

### **3 Sharing of Personal Information and Images**

- 3.1 There are restrictions regarding the use of personal data. Please ask the Dalcroze UK Manager or consult the GDPR regulations if you have any doubt as to the use of personal information held by the Society, or by you as a trustee, member or employee on behalf of the Society. If in doubt, do not share personal information you do not have responsibility for
- 3.2 Photographs, personal information (e.g. contact details) may not be shared without the permission of the person(s) concerned.
- 3.3 There are further restrictions relating to Children and Vulnerable Adults. If in doubt, do not share information or images. Follow the guidance of the Dalcroze UK Safeguarding Policy and consult the Dalcroze Manager about any intention to share images or personal information of Children or Vulnerable Adults.

### **4 Safeguarding**

- 4.1 Communication, including via social media, with Children and Vulnerable Adults is covered in the Dalcroze UK Safeguarding Policy. You are expected to follow this guidance at all times.

### **5 Social Media**

- 5.1 The Dalcroze Manager is responsible for official Dalcroze UK online postings.
- 5.2 Any online content or activity (eg chat rooms, social media, blogs, personal websites) where trustees, employees or members are identifiable or identified as a representative of Dalcroze UK must be professional in tone and content and adhere to the values of the Dalcroze Code of Conduct.

5.3 All online activity related to Dalcroze UK must be carried out in a responsible manner and aware of the importance of the Dalcroze name to both Dalcroze UK and to the international community. Discretion and caution are advised.

5.4 Posting of images and particularly “tagging” of those involved in Dalcroze events must be with consent requested and clearly given.

## 6 File Sharing

6.1 Content on the internally shared Office 365 platform must be of a professional nature. Unprofessional activity and entries will be referred to the Manager and the Chair of Trustees.

6.2 Documents are preferably shared as a link on the One-Drive of Office 365. Caution should be exercised if sharing files, especially those including GDPR-sensitive information, by email or other attachment process.

6.3 Dalcroze UK is keen to be environmentally sensitive about the use of paper.

## 7 Phone Use

7.1 Please be aware of others when using your phone at Dalcroze Events particularly when your attention is anticipated to be “in the room”.

7.2 Except in emergency, phone calls are not to be taken in the course of Dalcroze UK meetings or workshops: switching to “airplane mode” is the preferred option.

7.3 Do not give out phone numbers, email addresses or other personal information without requesting consent and it being clearly granted.

7.4 At Dalcroze UK events, making video or audio recording may only be made with agreement from all participants and tutors involved. In the circumstances of questions or concerns, these are to be addressed to the course leader whose is the final arbitrator in the case of dispute.

## Approval and Review –

Detail	Date	Next Review Date
Approved by Trustee Board	31/05/2020	31/05/2021