

ICKLESHAM PARISH COUNCIL

EMAIL POLICY

(ADOPTED 4TH MAY 2021/ 8(d))

EMAIL POLICY

It is believed that of those using the World Wide Web that 64% of people have sent or received an email that caused unintended anger, or confusion so the following policy adopted by Icklesham Parish Council will avoid this happening in our day to day dealings with our clerks, residents and fellow councillors.

It is important to keep emails short and to-the-point which will help the clerks enormously adding less clutter to their inboxes, and making it easier for them to respond. Clear emails always have a clear purpose. Only sending emails that are absolutely necessary shows respect for the person you are emailing. The *less* you include in your emails, the better, and in business it is considered that more than five sentences can be too long although there will be times when it's impossible to keep an email to five sentences, in most cases, five sentences or less is sufficient.

A good structure for an email should include:

- A greeting
- a compliment or pleasantry
- the reason for your email
- a closing message
- sign off i.e. Best wishes, Kind Regards etc. followed by your name.

Whilst it is okay to capitalise a word for emphasis, **NEVER** use this for whole sentences as this is considered shouting in emails.

Always proof-read your email before you send it and ask yourself:

- Is my request clear - could there be any misunderstandings?
- How would this sound if I were the recipient?

Also please remember "Please" and "Thank you" go a long way..

Re-ADOPTED 4TH MAY 2021/ 8(d)

SIGNED: Cllr P Turner

Dated: 4th May 2021

Chairman of Meeting