



Heavens Eleven FC

Communications and Feedback Policy

Purpose

Effective communication within Heavens Eleven Football Club is essential to our success. These policies establish a minimum standard for internal and member communications, ensuring the Club responds promptly to all feedback—positive and negative—and takes appropriate action when necessary.

Policy

The frequency and timing of Annual General Meetings (AGMs) and Special General Meetings (SGMs) will be published on the Club's website.

The Club will strive to prepare and file minutes in a timely manner.

Whenever possible, the agenda for upcoming Board meetings should be made available to the Membership prior to the meeting.

Sub-Committees of the Board shall report to the Board monthly, with regular updates on their progress communicated to the Membership through Board meeting minutes.

The Club Constitution and all Policies & Procedures will be accessible to members on the website.

Membership Communication

Throughout the year, there will be opportunities to inform the Membership about Club activities and events. To support this, the Club will continuously update and maintain the website.

Contact information for Directors of the Board and Club staff is published on the website.