



# Peacehaven Town Council

## Email policy statement

The Policy of Peacehaven Town Council is that emails sent by Officers & Councillors:-

1. Are factual and to the point.
2. Are only copied to other people if absolutely necessary.
3. Are not used for matters that should be dealt with at Council or Committee meetings.
4. Are not used as technical or general discussions, which should be face-to-face.
5. Are not used to complain or make a general point, instead of face-to-face resolution.
6. Are not used to overtly or subversively criticise, bully or intimidate another person.

Experience dictates that people tend to say things in an email that they would not say to a person's face and, even if you think that the wording of an email is fine, it can easily be misinterpreted by its recipient(s). Tone, body language, and other non-verbal cues are not conveyed in an email, so it is important to be careful when trying to include humour, emphasis, or slang, as no matter how innocent the intention, the receiver may read this differently – it is best to keep emails concise and to the point and avoid any unnecessary expansion.

Be careful and thoughtful with your emails.

If in doubt about whether an email should be sent, do not send it and seek advice.

Policy Adopted: 22<sup>nd</sup> November 2022

Policy Review Date: 21<sup>st</sup> November 2025