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PENMAENMAWR TOWN COUNCIL

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EMAIL ETIQUETTE POLICY

General Email Guidelines

Email messages sent as a councillor or employee of Penmaenmawr Town Council is considered professional communication. They should be treated like sending a formal business letter.

You should always:

- Use clear subject headings in the subject box
- Compose clear and concise messages
- Respect confidentiality
- Be polite at all times
- Only send emails to people to whom their content is relevant

Composing Messages

Email, as written communication, lacks the other important aspects of personal interaction such as facial expression and tone of voice. It is important that your message text is clear and to the point. Some tips for clear communication:

- Write as if you were speaking to someone, but don't write anything you wouldn't say directly to them.
- Accordingly do not forward emails containing libellous, defamatory, offensive, racist, sexist or obscene remarks.
- Remember that once you send your message you have no control of who else may see its contents. Avoid sending sensitive or confidential information via email.
- Avoid writing in all CAPITALS. In a written medium it looks like "shouting" and is difficult to read. To emphasize a single word, you can enclose it in underscores or asterisks.
- Spell check before sending the message.
- Reread what you wrote after spell checking and before sending.

Responding to Messages

- Don't "Respond to All" if you just need to communicate with the original sender. Remember that debates are to be conducted in the council chamber not through Email.
- Respond promptly to email – even if only to assure the sender that their message will receive the attention it deserves within a specified time-frame.
- Don't forward spam or chain letters.
- Never forward anyone's email address without their knowledge. If you are unsure use the BCC facility.
- Say thank you in response.

Some useful tips in managing Messages in Your Inbox

Use the tips below to keep messages in your Inbox to a minimum.

- If additional information or research isn't required, act on the message when it is received. Read it, forward it if necessary, print it or delete it.
- Create folders and mailboxes to archive messages you want to keep and transfer them out of your Inbox. Delete emails in all folders when they are no longer required.

Reviewed in September 2011.