

## **St Helens RLRS Retention Policy**

One of the core objectives of the Society is to 'attract, develop, train, mentor & retain Match Officials to officiate the game of Rugby League'. In order to retain members, it is the duty of the elected committee to; engage with them by various means, create a positive environment, provide lively and informative training & education and demonstrate a value of membership.

The Society through its committee will provide and encourage members to attend; General Meetings, AGM's and any SGM's, training nights and development sessions. Prospective members will receive an up to date 'Welcome Pack' to aid their integration into the Society and to understand the core values and expectations of its members.

The Society committee will continually seek ways to enhance the benefits of membership. This can be, but not limited to; providing quality training sessions, personal development, mentoring, assessing, support, advice, guidance, appointments, the provision of communication kits, subsidised leisurewear, Active Gold Cards, Awards and presentations, social events and keeping open links to external organisations that provide mutual benefits.

The committee will endeavour to keep its members up to date with the latest news and events by; email, social media, WhatsApp groups and Newsletters. The Society encourages all its members to engage with these, respond and contribute as appropriate.

The committee will be open to and responsive towards members who offer particular skills that will benefit its members through but not limited to; development, marketing, I.T., sponsorship, administration, contacts and experience.

The management committee will act immediately on allegations or rumours of unrest of any member or members and will investigate and gather information to deal with the situation as appropriate to seek a resolution.

It is the duty of the management committee to be aware of any trends or patterns of periods of absence of any of its members. They will open communications with the member to ascertain any issues or problems and deal with it as appropriate.

When a member relinquishes their membership, or allows it to lapse it is the duty of the management committee to investigate the reasons for this and to seek if possible a positive resolution.

It is the duty of the secretary when all efforts to retain the member have been exhausted to seek feedback from them and to log all positive and negative comments to build a document to provide trends and patterns to help drive policy.