



Manovikas Charitable Society

Communications Policy

1. The policy statement.

Manovikas Charitable Society is committed to producing high quality accessible information which is available to everyone.

1.1 Communication plays a pivotal role for Manovikas Charitable Society by supporting its overall quest for an open society which is without discrimination, transparent, and accountable while fulfilling the requirements for data protection and data security.

2. The policy aims to:-

- 2.1 Use communication to improve the quality of the Society's services to all customers.
- 2.2 Ensure all communication supports the Society's overall operational objectives.
- 2.3 Provide accurate and clear, efficient and impartial, consistent and timely and transparent communication from and in the organisation.
- 2.4 Respond effectively and efficiently to all enquiries.
- 2.5 Give as much importance to non verbal communication as verbal communication.
- 2.6 Ensure communication is pro-active especially providing effective information in advance of important events and deadlines.
- 2.7 Base public communications on sound planning to ensure the best use of available resources.
- 2.8 To promote equality and social inclusion by removing barriers to communication and understanding by using a communication format most suited to the individual/group.
- 2.9 Ensure the Society's target groups feel adequately informed, that the channels, style, form and language used for communication meet their needs and that they are confident that their feedback is appropriately taken into account in the Society's work.
- 2.10 Apply measurable targets whenever possible to evaluate the impact and efficiency of communications and to align the resources allotted for communication with the priorities of the Society in order to enhance overall efficiency and effectiveness.

2.11 Apply an effective monitoring and evaluation framework to ensure the requirements of this policy are being met across the Society and the success of this Policy.

2.12 Report on the effectiveness of this policy as part of the Annual Report