

Deafblind Scotland vision – “A society in which deafblind people have the permanent support and recognition necessary to be equal citizens”



## Deafblind Scotland Policy on Communications

### What do we mean by “communications”?

Communication encompasses all methods of contact between Deafblind Scotland and with our Service-users, staff, guide/communicators, volunteers and all outside people and organisations.

### Policy Statement

Deafblind Scotland is committed to promoting effective, professional and consistent standards of communication across the organisation. All staff are expected to practice and maintain high standards of communication in all aspects of the business of the organisation and adhere to the defined acceptable standards of communication.

In addition, in order to meet the particular needs of our dual sensory impaired service users, Deafblind Scotland implements the steps outlined in Communication Forum Scotland guidelines.

### Enquiries

In dealing with enquiries Deafblind Scotland staff will always

- Be polite and helpful
- Be succinct
- Treat others as you would like to be treated yourself
- Deal with enquiries efficiently and promptly, ensure the enquiry is followed up and logged.
- Avoid promises that cannot be delivered
- Have a right to take further action if the enquirer is abusive or threatening involving external agencies where appropriate

### The policy covers:

- All printed information available to the general public
- The Deafblind Scotland web site
- Letters and e-mails
- Public meetings and events
- Public contact- reception, telephone contact
- Social media sites

### Plain English

Written material produced by Deafblind Scotland will be in plain English and avoid unnecessary jargon.

### Provision of written material in alternative formats

All documents will be available in the following alternative formats on request:

- Braille
- CD
- Large print
- Electronic formats
- Moon

## **Contact with the public**

### **Correspondence**

The Deafblind Scotland will accept and respond to correspondence from the public in accessible formats such as Braille, moon or electronic media and e-mails.

### **Enquiries**

Enquiries can be made in person, by letter, minicom, fax, email, by phone or through our website.