



Cumberland FA

Accessible Communications Policy

Introduction

Cumberland FA is committed to ensuring that our communications are accessible to all. We want to ensure that all information we communicate is easy for everyone to understand. We will do this by: -

- Using clear and plain language, avoiding jargon.
- Providing alternative formats on request.
- Engaging with users to actively seek feedback, working with them to identify how we can make information more accessible.

Cumberland FA Website Accessibility

We aim to ensure the Cumberland FA website, and the information within it, is as accessible as possible to everyone. We have worked hard to make certain that it can be used easily on all modern browsers and devices, as well as by those using assistive technologies.

We recognise that this requires ongoing development and welcome your comments, suggestions and feedback to make improvements. You can provide these directly by using any of the 'Forms of Contact' listed below.

Forms of Contact

If we are made aware of any accessibility needs, we will seek to invite people to contact us to discuss their specific requirements.

Cumberland FA can be contacted by: -

E-Mail – Via <https://cumberlandfa.freshdesk.com/support/tickets/new>

Telephone – 01900 511 800

Post – Cumberland FA, Units 3 & 4, Tithe House, Station Street, Cockermouth, CA13 9QW

You can also visit our Head Office, by appointment.

Methods of Communication

Cumberland FA expect to receive and send communications via a wide variety of methods. These include (but are not limited to); Website, newsletters, all forms of social media (e.g. Twitter, YouTube, Facebook, LinkedIn, Instagram etc), face to face, telephone & e-mail.

We offer a wide range of contact methods and we also strive to ensure that our content is varied, including video and audio.



Equality, Inclusion & Accessibility

All our communications should reflect the diversity of the population, comply with the Equality Act 2010, and use positive images and language for the nine protected characteristics for equality and diversity and this is something we strive to deliver.

Communications in a variety of formats, for example Braille, audio, large print, or other languages, can be made available on request.

Development

We continually monitor the accessibility of our communications and will implement feedback as and when necessary. This policy will be formally reviewed a minimum of every 3 years (next review date 2026).