**Northumberland FA**

**Accessible Communications Policy**

**Introduction**

Northumberland 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.

**Northumberland FA Website Accessibility**

We aim to ensure the Northumberland 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.

Northumberland FA can be contacted by post, telephone and email. You can also visit our Head Office, by appointment. Staff contact details are available on the Northumberland FA staff page of our website. Northumberland FA’s main contact details are:

Address: Whitley Park Whitley Road, Benton, Newcastle-Upon-Tyne NE12 9FA

Phone: 0191 270 0700

Email: info@northumberlandfa.com

**Methods of Communication**

Northumberland 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, emails and via our customer service portal, Freshdesk. 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 of 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 2025).