



Coodal Communication Policy

1. Purpose

This policy outlines the principles and guidelines for communication among Coodal's board members, and members. It ensures that all communications are clear, professional, and aligned with the charity's mission and values.

2. Scope

This policy applies to all board members, and members when communicating internally within the organization and externally with stakeholders, partners, and the public.

3. Principles of Communication

- **Transparency:** All communication should be open, honest, and in line with Coodal's values.
- **Respect:** Communications should be professional and respectful at all times.
- **Confidentiality:** Sensitive and private information must be protected and shared only with authorized individuals.
- **Consistency:** Official messages should align with Coodal's mission and public statements.
- **Inclusivity:** Communications should be accessible and considerate of diverse audiences.

4. Internal Communication

- The members and Trustees should use official Coodal email accounts for all internal communications.

- Meetings should be scheduled with clear agendas and documented minutes.
- Key decisions should be communicated promptly to relevant members.
- Internal disputes should be resolved through appropriate channels, maintaining professionalism.

5. External Communication

- Only authorized representatives may speak on behalf of Coodal.
- The board must approve official statements to the media or public.
- Social media use should reflect the charity's values and avoid controversial statements.
- Public inquiries should be directed to the appropriate spokesperson or department.

6. Social Media Policy

- Trustees and members should be mindful when discussing Coodal on personal accounts.
- Any official for Coodal-related posts should be approved and align with the charity's messaging.
- Confidential or sensitive information should never be shared online.
- Any negative or defamatory remarks about Coodal or its members should be avoided.

7. Crisis Communication

- In case of a crisis, all external communications should be handled by designated representatives.
- The board should develop a response strategy before making any public statements.
- Misinformation should be corrected swiftly and professionally.

8. Compliance and Review

- All members are responsible for adhering to this policy.
- Any breaches may result in appropriate actions, including warnings or removal from roles.
- This policy will be reviewed annually to ensure it remains relevant and effective.

9. Contact for Queries

For any questions or concerns regarding communication practices, members should contact the Board, chair, or the designated communications officer.

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Updated on 19/7/2025.