Communications Policy

Owner: Director | Adopted by CIC: 11 October 2026 | Review: October 2027 | Version: 1.0

CH11MP Creative CIC — Connecting Communities through Creativity
Connecting Communities through Creativity

1. Purpose

CH11MP communications should be accurate, respectful, accessible and consistent with our mission: Connecting Communities through Creativity. This policy covers publications, email, websites, social media, press, presentations, photography, case studies and partner communications.

2. Authority

The Director approves official statements, press responses, brand use, sensitive announcements and publication of participant stories. Representatives must not speak on behalf of CH11MP unless authorised.

3. Standards

- Check facts, names, dates, prices and claims before publication.
- Use clear, inclusive and respectful language.
- Distinguish fact, opinion, ambition and evidence.
- Do not exaggerate impact or imply endorsements that have not been given.
- Protect confidential, personal, safeguarding and commercially sensitive information.
- Correct material errors promptly and transparently.

4. Brand and publications

Approved logos, colours, straplines and templates must be used consistently. The logo must not be distorted or combined with another organisation’s identity without permission. Final external publications require approval.

5. Images, stories and consent

Identifiable images, quotations and case studies must have an appropriate lawful basis and any required consent. People must understand where material may appear. Safeguarding, dignity and the right to withdraw future use must be considered.

6. Digital and social media

Account access will be limited to authorised users with secure passwords and multi-factor authentication where available. Personal opinions must not be presented as CH11MP statements. Abusive, discriminatory or confidential content is prohibited.

7. Partners and funders

Joint communications will respect agreed approval, logo, attribution, confidentiality and reporting requirements. CH11MP will not announce a partnership or funding award before permission is confirmed.

8. Media and incidents

Media enquiries and crisis communications must be referred to the Director. Safety and safeguarding take priority. Speculation, blame and disclosure of personal information must be avoided while facts are established.

9. Accessibility and records

Important information will be made available in accessible formats where reasonably practicable. Final publications, approvals and significant corrections will be retained under the Data Protection and records arrangements.

References

UK GDPR and Data Protection Act 2018; Equality Act 2010; Defamation Act 2013; Copyright, Designs and Patents Act 1988; CAP Code where applicable.

Approval

Approved by: Craig King, Director
Signature: _____ Date: _____
Next review due: October 2027