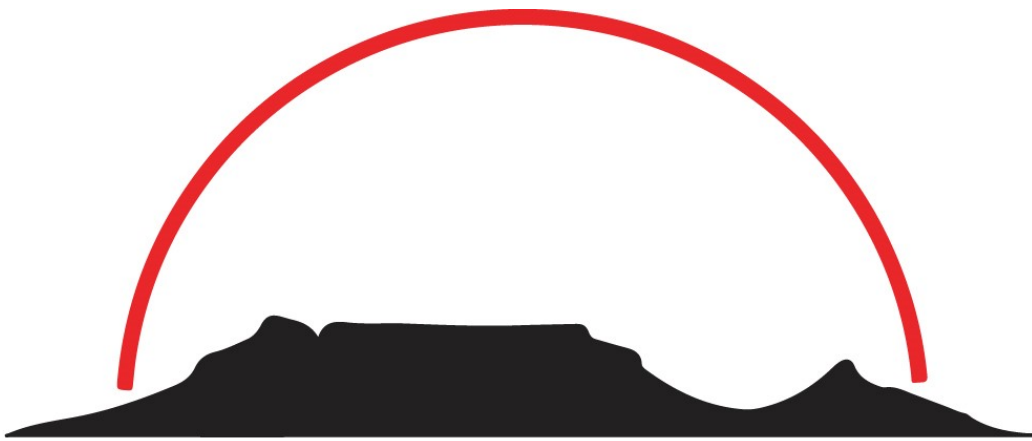


# COMMUNICATION PROTOCOL



**N**NATIONAL **C**COLOURED **C**CONGRESS

VERSION DATE: 10 JANUARY 2024

Communication protocol between the National, Provincial, Regional, Branch Structures and Members of the National Coloured Congress.

## 1. PURPOSE

The purpose of this communication protocol is to establish guidelines for effective and efficient communication between the National, Provincial, Regional, Branch Structures, and Members of the National Coloured Congress (NCC).

This policy aims to ensure clear and transparent communication channels, promote collaboration, and facilitate the exchange of information within the organisation.

## 2. SCOPE

This policy applies to all members of the NCC, including the National, Provincial, Regional, and Branch Structures. It covers all forms of communication, including but not limited to meetings, emails, phone calls, and social media platforms.

## 3. COMMUNICATION CHANNELS

- 3.1 **Meetings:** Regular meetings shall be conducted at each level of the organisation to discuss relevant matters. The frequency and format of these meetings shall be determined by the Constitution of the NCC and any additional policies in this regard.
- 3.2 **Emails:** Email communication shall be the primary mode of official communication within the NCC. All members are expected to regularly check their emails and respond promptly.
- 3.3 **Phone Calls:** Phone calls may be used for urgent matters or when immediate feedback is required. However, it is encouraged to document important discussions and decisions made during phone calls.
- 3.4 **Social Media Platforms:** Social media platforms may be used for informal communication and sharing updates. However, official decisions and announcements should be communicated through formal channels.

## 4. COMMUNICATION ETIQUETTE

- 4.1. **Respectful Communication:** All communication within the NCC should be conducted in a respectful and professional manner. Members should refrain from using offensive or derogatory language.
- 4.2. **Timeliness:** Members should respond to communication promptly, acknowledging receipt and providing necessary feedback within a reasonable timeframe.
- 4.3. **Clarity and Conciseness:** Messages should be clear, concise, and to the point. Avoid unnecessary jargon or technical terms that may hinder understanding.
- 4.4. **Confidentiality:** Members should respect the confidentiality of sensitive information shared within the organisation and refrain from sharing it with unauthorised individuals.

## 5. REPORTING STRUCTURE

- 5.1. **Reporting Lines:** Each level of the organisation shall use the secretary as reporting lines, ensuring that information flows smoothly from the national level to the branch structures and vice versa.
- 5.2. **Escalation Process:** In case of unresolved issues or conflicts, members should follow the established escalation process herein to seek resolution and guidance from higher-level structures.

## 6. ESCALATION PROCESS

- 6.1. **Initial Contact:** Members or individuals within the National Coloured Congress can initiate contact with the relevant structure or department responsible for handling escalations. This can be done through email, phone, or in-person communication.
- 6.2. **Issue Identification:** The individual should clearly identify and articulate the issue or concern they wish to escalate. Providing specific details and supporting evidence can help in the resolution process.
- 6.3. **Local Structure:** The first level of escalation would typically involve contacting the local structure or representative within the National Coloured Congress. This could be a regional or district-level representative who has the authority to address the concern.
- 6.4. **Internal Review:** If the issue remains unresolved or requires further attention, it may be escalated to a higher level within the organisation. This could involve an internal review process where the matter is examined by a designated committee or board.
- 6.5. **National Leadership:** If the concern persists or requires intervention beyond the local level, the escalation can be directed to the national leadership of the National Coloured Congress. This could involve contacting the national chairperson, executive committee, or any designated authority responsible for handling escalated matters regarding policies or protocols.
- 6.6. **Mediation or Arbitration:** In some cases, mediation or arbitration may be necessary to resolve the issue. This could involve engaging a neutral third party to facilitate discussions and find a mutually agreeable solution.
- 6.7. **External Resources:** If all internal escalation processes have been exhausted without satisfactory resolution, individuals may seek external resources such as legal advice, ombudsman services, or relevant regulatory bodies for further assistance.

## 7. DOCUMENTATION AND RECORD-KEEPING

- 7.1. **Documentation:** Important decisions, discussions, and agreements should be documented and shared with relevant stakeholders to ensure transparency and accountability.
- 7.2. **Record-Keeping:** All communication records, including meeting minutes (audio, video, and written), emails, and other relevant documents, should be properly maintained and accessible to authorised members.

## 8. TRAINING AND AWARENESS

The NCC shall provide training and awareness programs to ensure that all members are familiar with this communication protocol. Regular reminders and updates shall be shared to reinforce the importance of effective communication within the organisation.

## 9. SUPPORT AND RESOURCES

The National Coloured Congress will provide support and resource centre information to individuals who lack effective communication skills. This may include access to counselling services, information on legal rights, and assistance in navigating the reporting process.

## 10. POLICY REVIEW

This communication protocol shall be reviewed periodically to ensure its relevance and effectiveness. Any necessary updates or amendments shall be made in consultation with the relevant structures and members of the NCC.

### APPROVED AND SIGNED

*S. Frenchman*

---

Electronically Signed by:

Sakeena Frenchman

Secretary General

Date: 10 January 2024

*F. Adams*

---

Electronically Signed by:

Fadiel Adams

President

Date: 10 January 2024