

HSNF Good Governance Principle 6 – Openness and Accountability

An effective board will provide good governance and leadership by being open and accountable.

The management Committee will lead the organisation in being open and accountable, both internally and externally.

This will include:

- Open communications, informing people about the organisation and its work
- Appropriate consultation on significant changes to the organisation's services or policies
- Listening and responding to the views of supporters, funders, beneficiaries, service users and others with an interest in the organisation's work
- Handling complaints constructively, impartially and effectively
- Considering the organisation's responsibilities to the wider community, e.g. its environmental impact.

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