Alternative Methods of Communication

Alternatywne metody komunikacji

Alternatyvūs bendravimo metodai

NILGOSC is committed to providing equality of access to services for all members and pensioners.

The following means of communication are currently used:-

Writing: Our guides, leaflets, letters and statements. Correspondence posted or delivered to:-

NILGOSC
Templeton House, 411 Holywood Road
Belfast, BT4 2LP

Telephone: 0345 3197 325

Typetalk: (For people using a textphone) 18001 0345 3197 320

In Person: Our offices are open Monday to Friday, from 9am to 5pm. Please contact us in advance of visiting our office to ensure that a meeting room is available. The office is closed on public and statutory holidays.

E-mail: info@nilgosc.org.uk

Website: www.nilgosc.org.uk

NILGOSC can provide documents and correspondence in alternative formats including audio and large print versions.

Documents can also be provided in minority languages for those whose first spoken language is not English.

If you would prefer an alternative method of communication, please let us know by either:

- by emailing us on info@nilgosc.org.uk
- or by contacting us on 0345 3197 325

To help us provide information in a format to suit your needs please let us know:

- why the current communication methods are not suitable - this may be because you have a sight impairment or English is not your first language; and
- suggest what format you would like to receive information from us – such as in large print, in Braille, on audio cassette, or on computer disc and/or alternative language.

We will record your request on our administration system in order that future

communications can be tailored accordingly. If you provide information to us in an alternative language your correspondence may have to be sent to a third party for translation.

Our website contains information relating to alternative communications and how to contact us in several languages.

Informacji dotyczących komunikacji alternatywnej i jak się z nami skontaktować odwiedź poniższy link strony internetowej:

http://www.nilgosc.org.uk/contact/contact-polish/

Norėdami gauti informacijos apie alternatyvų bendravimą ir kaip susisiekti su mumis, apsilankykite šioje interneto svetainėje:

http://www.nilgosc.org.uk/contact/contact-lithuanian/