



The Engagement and Consultation Charter

Decision-making in both the public and private sectors has never been under greater scrutiny, with a steady growth in both transparency and public participation.

Increased awareness, advances in technology, and evidence that participation can influence change are just some of the factors that have driven the changes in the engagement and consultation environments. These changes have led to an increased level of consultation - and an inevitable rise in expectations of those being consulted.

The public and private sectors are very different environments for both consultors and consultees alike, with wide-ranging advice, guidance, legislation and principles. Those undertaking engagement or consultation activities are further challenged by the small number of recognised Standards covering this area, so Results Communications has developed our own **Engagement and Consultation Charter**, through which we deliver all of our services.

Other Principles

As a Practising Associate and Member of the Consultation Institute, Founder and Director Ruth Shepherd is held to account by the Principles of the **ICI's Consultation Charter**. Ruth is also a Member of the Chartered Institute of Public Relations, and as such is bound by the **CIPR's Code of Conduct**.