

Plain English

The magazine of Plain English Campaign - Issue 48 (April 2001)

Waffle-minster



Is Westminster the home of jargon, or are our politicians leading the charge against gobbledygook?

In this issue, in a series of special reports, we investigate what Britain's politicians and peers are doing for the cause of communication.

Party chiefs duck honesty challenge

Almost all of Britain's political leaders have failed Plain English Campaign's honesty challenge.

Our request to all the major party leaders to commit to honesty in their general election manifestos went unanswered in most cases.

Just two parties gave any commitment to honesty. And new advertising rules mean there is no need for politicians to tell the truth in their adverts.

Chrissie Maher, founder-director of the Campaign, wrote to 10 party leaders in January. She asked them to make an open pledge that:

- everything in their manifesto would be entirely true; and
- there would be nothing missing from the manifesto that the voter needed to know before they could make an informed decision.

(Please turn to page 3.)

MPs reject plain English rule

A House of Commons committee has voted against a rule that would have forced ministers to write their orders in plain English.

The vote came in a debate over the Regulatory Reform Bill, which aims to simplify government red tape. Andrew Lansley, the opposition spokesman on Cabinet Office issues, put forward an amendment. It said that whenever they used the powers given to them by the bill, 'Ministers shall act to simplify the law and to produce orders easily comprehensible to those affected by them.'

His argument was supported by Labour MP Brian White, who last year called for all legislation to be drafted in plain English.

(Please turn to page 4.)

Earl vows to hunt down jargon

A peer has made the anti-jargon campaign a point of principle.

Earl Attlee, an opposition peer, tabled an amendment to the Vehicles (Crime Bill) calling for all three uses of the expression 'cognate' in the bill to be replaced with 'related'.

And he has vowed to press the point every time 'cognate' appears in any draft legislation.

'It's good to see somebody with the courage to stand up for plain English in our laws,' our spokesman John Lister said.

(Please turn to page 5.)

'Unbeatable' claim ruled unacceptable

Two firms have had their knuckles rapped for less-than-clear advertising.

The Advertising Standards Authority (ASA) upheld a complaint against DSG Retail Limited (who are better known as Currys), who had advertised 'UNBEATABLE LOW PRICES' and 'UNBEATABLE LOW CHRISTMAS PRICES'.

When rival firm Comet pointed out that some of their prices were lower, Currys told the ASA that the expression 'unbeatable' was 'common advertising hyperbole and would not be interpreted literally'.

The ASA rejected this claim, and added that Currys' small print at the bottom of the advert did not make up for the misleading headline.

On a similar note, the ASA also upheld a complaint against 'The Really Great Holiday Company' over an advert in national newspapers. The advert offered:

'Florida Summer 2001 fr £299pp * 14nt 3 Star Holidays * inc Hotel, Flights and Car Hire'

A footnote revealed that the holiday was only available if the customer paid extra for car insurance.

The firm argued that the advert was fair as the total price people actually paid was not over the odds in comparison to other firms. But the ASA ruled that, because the holiday was not available at £299 per person, the advert was misleading.

Discretion is my middle name

To give your grey matter some work, here is a letter from a public official that one of our supporters sent to us. Readers' discretion is advised.

'I cannot fetter the exercise of my discretion by determining in advance of the exercise of such discretion how I might exercise that discretion.'

Finance watchdog says small print is the public's problem

We clashed with the Financial Services Authority (FSA) recently over their attitude to small print.

Asked by BBC television's 'Working Lunch' to comment on a confusing advert, we urged the FSA to offer firms clear guidelines on how they should market financial products.

The FSA, which regulates the financial industry, has a statutory duty to protect the interests of consumers. So we were both surprised and disappointed with their response to 'Working Lunch'.

They argued that the emphasis should be on the customer to battle their way through the small print.

They added that advertisers couldn't be expected to fit all the relevant information into the advert.

'It just goes to show that the bureaucrats still aren't interested in the ordinary people,' Chrissie Maher said. 'The FSA have said that they will stick to the policy of 'buyer beware'. But until they get tough on firms that baffle and confuse, that policy will remain a cruel joke.'

Fortunately it seems our protests have had some effect. Since the broadcast, the FSA's consumer division head Christine Farnish has written to the Campaign.

She agreed that 'information consumers need should not be hidden away in small print or jargon. Your comment on this struck a particular chord. A new project planned for my division this year is 'jargon-busting' and we hope to use our powers to attack the use of jargon in financial contracts.'

Plain English guides show the way to go

We have helped the Department for Social Security's (DSS) drive for increased pension awareness with a series of free guides.

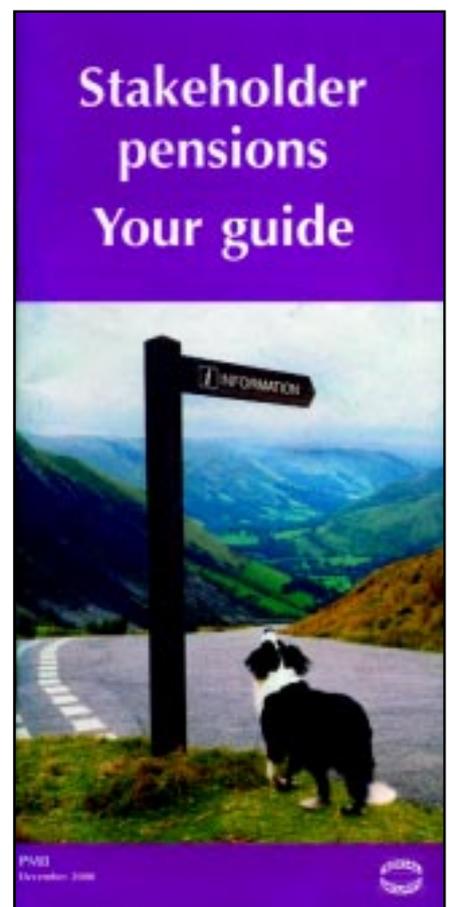
The DSS produced the eight booklets to coincide with the launch of stakeholder pensions. We helped make sure the guides were easily understandable, and they have all earned our coveted Crystal Mark.

Our own staff have produced two more guides to crystal-clear writing techniques.

'Plain English tips for clear websites' and 'How to write medical information in plain English' are both available free of charge through our website. More than a thousand people have already downloaded a copy of the medical guide.

You can get either guide from:

www.plainenglish.co.uk/freepub.html



Big trouble over small print

The Financial Ombudsman Service has warned insurance companies to stop hiding exclusion clauses in the small print.

Tony Boorman, who is in charge of the insurance division at the organisation, said firms should be upfront and tell customers about these exclusions when they sold the policies.

He said unless firms stopped using small print as a way of hiding get-out clauses, they might not be allowed to rely on the exclusions when they came before the Ombudsman.



Tony Boorman

Honesty

(Continued from front page)

Only Ian Paisley of the Ulster Democratic Unionists replied with an unconditional promise. Charles Kennedy of the Liberal Democrats agreed with the principle, but said his manifesto had to be kept confidential until the campaign began.

William Hague said his party 'believes in common-sense policies, so it goes without saying that the manifesto will be clear and easy to understand.'

None of the other leaders has replied to the letter.

'I'm disappointed, if not shocked, by the lack of response,' Chrissie Maher said. 'You know democracy is becoming a shambles when the major parties can't even promise to tell the truth. Plain English is about making informed decisions and without honesty from politicians we can't do that in the election.'

'It's not a case of us saying any or all politicians are telling the truth or telling lies. The point is that without

a firm commitment from the party leaders to be honest, we just don't know what we can believe.

'Then again, when politicians are given free reign to say what they like in their advertising without having to back it up, what hope is there?'

The Advertising Standards Authority recently announced that their rules on honesty will not apply to the next general election.

Business adverts 'must not mislead by inaccuracy, ambiguity, exaggeration, omission or otherwise.' But when it comes to politics, there is nothing the regulators can do if politicians lie.

The letters went to the following parties.

- Conservative
- DUP (Democratic Unionist Party)
- Labour
- Liberal Democrats
- Plaid Cymru
- SDLP (Social Democratic & Labour Party)
- Sinn Fein
- SNP (Scottish National Party)
- UKUP (United Kingdom Unionist Party)
- Ulster Unionists

CAT's still in the bag

A survey by Barclays Bank shows widespread confusion over financial abbreviations.

While 80% of people questioned knew that ISA stood for Individual Savings Account, the public was less certain about other terms.

95% did not know that 'CAT' standards refer to fair charges, access and terms;

93% were baffled by FSA (Financial Services Authority, the industry regulator); and

79% were unfamiliar with the initials RPI (Retail Price Index, used to measure inflation).

Patently confused

The Patent Office found a baffling example of how words can be misinterpreted in a recent study.

They asked the 'People's Panel' (a group of 5000 ordinary people the Government uses for research) what they understood by the term 'intellectual property'.

The Patent Office uses the term to cover copyright, patents, designs and trademarks.

Unfortunately the most popular interpretation among the public was that 'intellectual property' meant 'posh houses'!

First degree clarity

There's good news for prospective university students – applying for financial support will now be crystal clear.

In previous years, each local education authority had its own form for applying for support. This has been replaced with a single form, which has earned our Crystal Mark for clarity.

Students can fill in the form on paper or on the Department for Education and Employment's website.

Tessa Blackstone, the minister behind the scheme, said it was 'important that people thinking of going into higher education have the best possible information about what help is available to them.'

'I am confident that students will find the application process straightforward whether they choose to apply online or on paper.'

2001 Plain English Campaign Awards

Don't forget that you can nominate or enter documents for our awards at any time before 30 September. The categories include 'Plain English' (open to any document), 'Inside Write' (internal government documents), 'Golden Bull' (the booby prize for gobbledygook) and 'Foot in Mouth' (for a baffling quote). Please send entries to us at PO Box 3, New Mills, High Peak, SK22 4QP.

Backbench banter

In a recent debate, Hilary Armstrong, the Minister for Local Government and the Regions, explained that:

'As cross-sector, cross-agency umbrella partnerships, LSPs offer real opportunities to streamline existing partnership arrangements and to make them more effective, by making better connections between individual initiatives.'

From the opposition benches, Sir Patrick Cormack said what many were thinking.

'Could the right honourable lady put her first answer into plain English?'

(Continued from front page)

Mr White said that MPs needed 'to campaign for comprehensibility' and that 'the procedure should be used to simplify all legislation.

'Many people have a problem not with the principle of regulation, but with its detail and comprehensibility.'

Conservative MP Richard Page echoed the argument. He said that small-business owners were expected to be experts on every part of government regulations.

'(We should) make life easier for small-business owners by producing legislation that can be easily and comprehensively understood, and which allows them a little time in which to carry on their business.'

But the arguments met a brick wall in the form of government spokesman Graham Stringer.

Mr Stringer, who is understood to have sympathies with the principles of plain English, gave a straightforward response.

'When people's freedom, liberty and costs are involved, it is better to be precise than to insist on the objective of plain English, which is a subjective opinion, otherwise the courts might draw a conclusion that was not intended.'

As it turned out, the merits of the arguments on both sides appeared to be for nothing. When the amendment came to a vote, the 14 committee members voted on strict party lines. The amendment was rejected by nine votes to five.

But the argument wasn't over then. When the bill returned to the full House of Commons, Mr Page brought up Mr Stringer's comments and rejected them in no uncertain terms.

'I do not accept that we cannot phrase our regulations in plain



Will the crusade for clarity be successful in Westminster?

English. They do not have to be open to a subjective interpretation or contain a series of words that might be misinterpreted or read a different way by the courts.

'Our businesses require regulations to be short, sharp and clearly understood.'

We at Plain English Campaign will continue the fight - with or without government support.

The Real World

The uncensored views of our founder-director
Chrissie Maher

For those of you new to our magazine, 'The Real World' is a column where I say what's on my mind. I deal with campaigning in general - plain English is just the field where I channel my trouble-making efforts!

This issue I want to deal with academics. I don't just mean the way they use complicated blown-up jargon to make themselves feel important. I mean the way they refuse to see what is staring them in the face.

You see, academics have a very strange way of finding out what is going on in the world. To them, numbers and graphs seem to be more important than real people. I shudder to think how many millions of pounds are wasted each year by researchers who carry out studies to find what common sense will tell them in a heartbeat.

The reason they do this is, I believe, intellectual snobbery. If you or I wanted to know what was going on in the world, we'd take a look and see. But if you try to tell an academic what is happening to real people, they dismiss what you are

saying as 'empirical' or 'anecdotal evidence'. They believe the only thing this is good for is a chance to grab some funding for some 'proper' research, full of 'statistical demographics' and 'extrapolated deviances'.

When I explain how we test documents on the public, people often think I am talking about a focus group. I'm not. I'll tell you the difference.

If academics wanted to know what people claiming unemployment benefit made of a new claim form, they'd prepare a focus group with a precise mix of people broken down by age, sex, religion, race and inside-leg measurement to match the latest demographic figures approved by a sociological task force.

I'd go down to the unemployment benefit office and ask the people in the queue what they thought.

The sad thing is that newspapers have taken 'academic research' as a lazy way to fill space. As long as you can gather together 2000 people with the correct 'representative proportions' of



... or will Parliament fall to the Gobbledygook Monster?

(Continued from front page)

'Nobody is pretending that the presence or absence of a single word will change the world, but it's an important principle.

'And most of all, it will irritate those who think only the legal elite should understand the law.

'One peer, Lord Cope, has already picked up on this point. The government spokesman Lord Whitty actually had the gall to

describe him as having 'a surprising deficiency in education' just because he wasn't familiar with the word 'cognate.'

During the debate on the amendment, Baroness Scott agreed that language in bills should be straightforward (as she put it, 'to facilitate understanding'). Lord Davies of Oldham agreed that Earl Attlee had a point, but claimed 'no great issue is at stake'.

'We believe the clarity of legislation affects every issue at stake in Parliament,' John Lister added.

Earl Attlee withdrew his amendment, but only after warning the Government that he will continue to raise the issue whenever 'cognate' appears in a document.

Chrissie Maher applauded the Earl's vow, pointing out that 'there is no greater weapon than an obstinate nature!

'The amazing part is that they aren't using this legal jargon to explain a

complicated legal point. The expression the Earl objected to was 'cognate expressions shall be construed accordingly.'

'In plain English, that means that all the words that come from the same root, such as register, registered and registration, are covered by the same definitions in this particular law.

'Lord Whitty actually said he had used 'cognate' to make it clear that 'an application for registration is to be construed as an application to be registered.'

'If the judges need to be told this, you have to wonder what language they are speaking.

'I was impressed with Earl Attlee's attitude when the Government pointed out that this phrase is used regularly. He didn't accept that this was any kind of excuse.

'In the nicest possible sense, I hope the Earl continues to be a pain in the backside for the draftsmen.'

Backbench banter

Speaking on the Special Educational Needs and Disability Bill, Baroness Blatch suggested removing the following clause.

'In determining whether it is reasonable for the responsible body to have to take a particular step in relation to that person in order to comply with its duty under subsection (1), regard shall be had to the extent to which taking the step in question is consistent with compliance with that request.'

Baroness Blatch called it 'the best example of gobbledygook that I have yet read. If this (was) removed, it would make no difference to the Bill.'

freemasons, Volvo drivers and great uncles, you are guaranteed space to state what I call the 'bloomin' obvious'.

If I felt cold and the person next to me was shivering, I'd turn the heating up.

If an academic researcher felt cold, they would gather 'anecdotal evidence' on the chill. Then they would set up a working party on the issue. The working party would identify a need for further statistical research on the issue. A market research firm would then collate the figures based on the opinions of a representative sample and extrapolate the findings to produce some figures, from which a management consultant would produce a report to say it was cold. Then somebody would set up a task force to identify possible routes of action, with an accountancy forum performing a cost-benefit analysis on the sociological effects of each response. The options would then be put out for consultation, the responses to which (assuming they weren't based on flawed 'anecdotal' evidence, and remembering to take account of 'cognitive dissonance

theory') would be considered before the researcher made the decision to turn the heating on.

You probably think I'm exaggerating. Well here are some of the things we would never have known without one research project carried out on behalf of the Financial Services Authority last year.

- Households earning less than £8300 a year are less likely to regularly review their savings and investments.
- People in higher social categories are more likely to be confident about financial matters.
- The types of people who are most likely to be in the poorest income groups include lone parents, people without earnings (including the unemployed and long-term sick or disabled people), people in low-waged employment and pensioners.

Poking fun at researchers is amusing. Seeing what is wrong in front of your own eyes but being ignored because you base your conclusions on common sense instead of academic jargon is not amusing at all.



Oh, and one last thing - if I don't find a solicitor who can write a will in plain English soon, I may revive the ancient art of sending pounds (or kilos) of tripe through the post until the legal profession sorts itself out...

The importance of effective oral and verbal communication of legal, quasi-legal and factual information between the professional and lay participants in legal proceedings in the environment of a contemporary magistrates' court - in other words...

What we say in court really matters!

by John Graney

We know what we want to say, we know what we think we mean but are we getting the message across?

The language we use in the courtroom is really not supposed to be difficult to understand - it just sort of turned out that way.

The reasons for this are, I believe, a little complicated and not merely because lawyers are involved. The fact is that a lot of the verbiage is not only unnecessary but often confusing and sometimes almost laughable.

The purpose of language is to pass ideas or concepts and information between people. In a Magistrates' Court the people include the defendants, the lawyers for the prosecution and for the defence



John Graney is a legal adviser in the Magistrates' Court Service. This article is based on his personal views, and not necessarily those of his employers.

(although the latter are not always present), witnesses, the magistrates and the members of the public present.

The ideas, concepts and information vary from the mundane details of name and address to complicated legalistic concepts. Pivotal to this process of communication and in a unique position to influence it for good or ill is the court clerk or Legal Adviser.

There is unfortunately a tendency amongst people from all walks of life, when faced with a courtroom, to lapse into convoluted language barely recognisable as modern English.

This may be out of an exaggerated sense of self-importance or terror of being thought ignorant. This tendency is shared by many solicitors, some of whom may have what they consider good professional reasons for verbosity.

In a recent trial a witness explained his actions saying, 'We were on the verge of packing up.' His solicitor summing this up for the bench explained that 'what was done had been done in the reasonable expectation of the imminent cessation of the activity they were currently engaged in.'

I also wonder who it was that taught policemen to say 'I subsequently alighted from the marked police vehicle' when what they really meant was 'Then I got out of the car.'

The result can be a regrettable lack of understanding on the part of arguably the most important person in the room, the person it is all about - the one whose name appears on the court list.

I am told that it was once common to ask at interviews or in examinations 'What do you understand by the word 'conviction'?' Those who referred to a firmly-held belief or opinion were obviously the right stuff. Any reference to the criminal justice

system would disqualify the candidate automatically.

Defendants have the right to be heard and dealt with fairly, politely and according to the law. Above all they have the right to understand what is happening! In the sausage factory so beloved of the people who want us to run the courts as if they were a business and not an essential public service, the defendants are in danger of becoming the sausages.

Why should we have to explain what we mean when we tell a defendant that his fine will be remitted? Why not just say 'Because since you were fined your house has been repossessed, you have lost your job and been declared bankrupt, we have decided that you will not have to pay any more of this fine.' Similarly, in his excellent article on this subject, Brian P Block wonders why a bail form requires that a defendant 'reside at his normal place of abode', rather than 'sleep at home every night'. Examples of this are legion and it really does not take a great leap of imagination to come up with alternatives.

To get the defendant to court in the first place we issue a summons. The wording of these is sometimes truly amazing. Not long ago I got a telephone call at the court from a local architect. He had a piece of paper in his hand. It had the name of the court at the top but, he asked, what on earth was it? I encouraged him to recite a few lines, which went something like this.

'At Widgeton in the said County on 24 September 1995 you, being the driver of a mechanically propelled vehicle, namely a Volvo motor car ABC 123D, on a road, namely, Widget Road, being for the time being within the limits of a pedestrian-controlled crossing, the limits of which were delineated, allowed the front part of the said mechanically propelled vehicle to pass in front of the front part of

another mechanically propelled vehicle in motion within the limits of the said pedestrian-controlled crossing in the direction of the limits of the crossing.'

After a little thought I was able to enlighten him.

'It says you overtook someone on a pelican crossing.'

'Oh yes,' he said, 'I did that, I wasn't paying attention.'

I could list hundreds of similar examples but there is a serious side to this. Rule 101 of the Magistrates' Courts Rules says:

'A summons... shall be sufficient if it states the substance of the charge in ordinary language avoiding as far as possible the use of technical terms...' and that is from the Magistrates' Courts Rules of 1981. This is not a new idea. What is remarkable is the degree of resistance to it.

Whilst I do recognise the need for legal accuracy in pronouncements and the paperwork generated by the court, there is an equally pressing need for clarity. I do not mean by this that it is necessary to reduce all language to the level of *The Sun*. It would probably not be in keeping with the dignity of the court for the chairman to announce:

'You've really done it this time mate! For that little caper you will do four months in the nick.'

Although we must bear in mind that literacy is not universal, we have to send letters and orders in writing because the law requires that we do. There is, however, nothing to prevent us including an explanation of the terms of what we send out. After all, we do this for the Crown Court. Just in case His Honour or the learned counsel do not understand the charges on the indictment there is a title 'strap' in capital letters at the head of each count which at least gives a clue. Surely this could be done on a summons! When we read the charge in committal proceedings we are required to 'explain it in ordinary language' and that also comes from the rules of 1981 which, on paper at least, appears to have been a good year for plain English.

Even within the community of the court the jargon can cause confusion. You can 'remit' a case to another court for sentence but you have to 'transfer' a fine because to remit it has a very different effect. 'Committing an offence' has a subtle difference in meaning to 'committing for sentence' and 'committing to prison' has another meaning yet.



The Clerk of a Magistrates' Court has to be, above all, a lawyer. Without the requisite knowledge and skill of a lawyer he or she is as much use as a marzipan doorknob. Equally important, however, is the need to be able to communicate the business of the court to those present and to those who come into contact with the paperwork we issue.

As for what the magistrates say to the court, we must be able to find somewhere between the archaic 'inevitable custodial penalty' and the slang 'four months in the nick'. Some of the pronouncements issued for the use of chairmen by the Magistrates' Association are very correct, very worthy and almost interminably long! The community service announcement runs to several hundred words, all of them delivered at the worst possible moment for comprehension - just after Mr Bloggs has learned that he will not be needing the toothbrush and carrier bag full of paperbacks that he lugged all the way from home.

In the same way the clerk must be clear when speaking to the bench. You may have spent hours training them but (a) they are not lawyers and (b) if you are doing things right they will not be the only people listening.

I once heard myself saying (a long time ago, honestly!):

'Your Worships, disqualification is obligatory in this case because the

minimum number of points you can award is six and that will bring the total on the defendant's licence to fifteen and the minimum period of disqualification is two years because of the existence of two previous disqualifications each of more than fifty-six days in the last three years, unless...'

Then off I went into some spiel about reasons which was quite unnecessary and a total waste of breath because I lost them in all those numbers and polysyllables.

Far better, surely, to say something like:

'Your Worships, you must ban Mr Jones from driving for at least two years under the totting rules as this will be his third ban in three years.'

Then to Mr Jones: 'Is there anything you want to tell the magistrates about how being banned from driving would affect you?'

If something does come up which they ought to consider, **then** advise them about exceptional hardship and the need for evidence. There is no need to clutter things up with it at an inappropriate time.

There are inevitable differences in approach between individuals but I believe that there are two constants that we should all have at the forefront of our minds.

The first is, as I have said, law, and a very close second, effective communication - otherwise known as plain English.

Plain English

Confusion 101

The English language is full of seemingly simple words and phrases that have entirely different meanings to different people.

One example we came across while producing this issue is '101'. Our

guest article about the law refers to 'Rule 101' (the actual name of the rule).

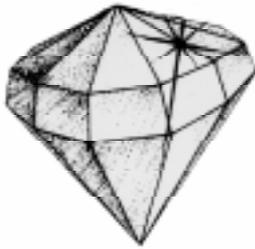
But we were worried people would think this was just an expression - and that our international audience might have more than one interpretation.

To many British people, '101' is a term of fear, from the infamous room in George Orwell's 1984 - the room that houses the victim's deepest fear.

But in the United States, '101' is a reassuring term. It is the number given to the first section of the first year of a university course, which introduces a subject (such as 'History 101').

Referring to something as '101' suggests it is simple and straightforward. For example, checking you have spelled everybody's name correctly is 'Journalism 101'.

The moral of the story? Be careful with slang expressions - they may not communicate the message you had intended.



The following organisations have earned their first Crystal Mark since our last issue.

AMP NZ Limited
Anchor Trust
Benefit Fraud Inspectorate
Bristol Debt Advice Centre
British Heart Foundation
Camphill Village Trust
Courts Service (Ireland)
Department of Higher and Further Education, Training and Employment (DHFETE) - Northern Ireland
Express Dairies
Finance and Leasing Association
First Great Western
Health Promotion England
Peterborough City Council
Plexus
Richmond Housing Partnership
Schering Health Care Limited
Schneider UK Limited
Scottish Borders Council
Scottish Mutual
South East Arts
Tynedale Council
Venture Finance (Honesty Mark)

Open course news and dates

June:

- Thursday 14 (London)

July:

- Wednesday 11 (London)
- Thursday 19 (Manchester)

August:

- Thursday 16 (London)

September:

- Wednesday 12 (London)
- Thursday 13 (Manchester)
- Wednesday 19 (focusing on grammar, London)

October:

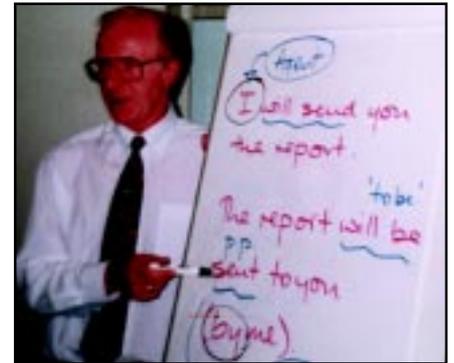
- Wednesday 3 (focusing on layout and design, London)
- Wednesday 10 (London)
- Wednesday 24 (focusing on Housing Tax and Council Tax Benefit forms, London)
- Tuesday 30 (Glasgow)

November:

- Tuesday 13 (London)
- Wednesday 14 (focusing on medical writing, London)
- Thursday 22 (Manchester)

December:

- Friday 7 December (focusing on legal agreements, London)
- Thursday 13 (London)



There are now even more choices available when you embark on our one-day open courses.

As well as our regular open courses, we have now booked five events in London, each focusing on a particular issue. Details are in the list to the right.

If you are based in Scotland, you can attend an open course in Glasgow on 30 October.

If you can't make it to any of these dates, or if you live overseas, you can take the open course online.

'The Plain English Course' is available through the Internet, and your booking fee gets you two weeks' access. This means you can work through the course at your own pace.

For more details on the online courses (our 'Grammarcheck' course is also available on the web), please visit our dedicated site at:

www.plainenglishtraining.com

You can also call our training manager Helen Mayo on **01663 744409** for any training enquiries.

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