

DAS Engagement of Stakeholders Policy

A robust engagement of stakeholders policy is vital for DAS to be able to understand and respond to legitimate stakeholder concerns in a timely manner.

STAKEHOLDERS	OWNER	ENGAGEMENT ACTION	CHANNEL AND FREQUENCY	OUTPUT/ACTION PLAN
Clients a) DAS/DAI Students and parents b) DAC Students and Schools	GMT Head of DAC	Keep satisfied of progress Keep satisfied	i) Monthly communication log with parents by EDT. ii) Half yearly client survey. iii) Parents provide feedback to customer service via info@das.org.sg iv) Parents Support Group (PSG) talks, meetings and social media such as facebook. i) Post course feedback survey by all course participants.	i) Communication log reviewed by Quality Assurance Audit (QAA) team. ii) Survey results reviewed by GMT Education Committee and actions taken (if any) are documented in the minutes of meeting. iii) Customer Service team reporting to Dir of HR and CS and CEO review and respond to all feedback and comments received. i) Course feedback results reviewed by GMT Education Committee and actions taken (if any) are documented in the minutes of meeting.
Donors	AD of Fundraising	Keep engaged with efforts of DAS	i) Quarterly newsletter ii) Thank you letters to adhoc/significant donors iii) Social Media	i) Yearend survey to gather donors feedback and suggestions
Employees	GMT	Keep engaged with objectives of DAS and their employment at DAS	i) Post course feedback survey by all course participants.	i) Minutes of meeting of all townhalls and follow up actions (if any) are documented. ii) All exit interviews are documented and reviewed by relevant Div Directors, Dir of HR and CEO. iii) Emails to ideas@das.org.sg are reviewed by Dir of HR and CEO.
Ministry of Education (MOE)	GMT	Keep informed of the work of DAS	i) Regular and ad-hoc email exchanges with MOE.	i) Minutes of meeting with MOE and follow up actions (if any) are documented.

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			ii) Monthly and annual enrolment reports to MOE. iii) Quarterly and annual financial reports to MOE. iii) Ad-hoc meetings with MOE.	
DAS Members	CEO/EXCO	Keep informed	i) Regular publications such as Facets, APJDD, DAS Handbook ii) Annual Report iii) Annual General Meeting and Extraordinary General Meeting (AGM and EGM).	i) Minutes of AGM and EGM are documented and maintained.
Suppliers/ Contractors	Respective Division Directors	Manage closely	i) Regular meetings by users with the suppliers.	i) Feedback on quality of services or products provided are obtained and considered before renewing contracts.

Date: 30 June 2020



**DYSLEXIA ASSOCIATION
OF SINGAPORE**
HELPING DYSLEXIC PEOPLE ACHIEVE