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POLICE AND MUNICIPAL POLICE TEXTS: TOWARDS GREATER PRECISION, INTELLIGIBILITY AND EFFECTIVENESS

Abstract

This article by two philologists offers observations on the legitimacy of applying the plain language model in the drafting of Police and Municipal Police documents. The authors analyse selected principles of plain language – syntactic and lexical – describing the conditions under which they could be implemented in the official (police) note and the summons. In putting forward a proposal for incorporating plain language into the drafting of texts produced by public-order authorities, they point to the essence of the plain language concept and set out its main principles. In discussing the scale of the popularity of plain language in Poland, they identify the most important social and academic initiatives that have served to promote plain language.

Keywords

plain language model, effective communication, official (police) note, summons

Introduction

The reflections presented in this article concern the concept of plain language, which today – in the third decade of the twenty-first century – continues to enjoy undiminished popularity in the Polish public and institutional sphere and which, in terms of its diffusion, is notable for its rather broad reach. In view of the benefits of implementing this model that have been identified by researchers, we propose its incorporation in the production of two types of texts drafted by public security authorities. These are the official (police) note and the summons.

In offering reflections on these documents, we are aware of the weight of the official-administrative writing convention that is characteristic of them, and of the influence exerted on their composition by the generic templates provided in academic handbooks and other reference works. We do not put forward proposals for radical solutions concerning the drafting of Police and Municipal Police texts. We wish merely to draw attention to the possibility and the legitimacy of incorporating into them certain solutions that are consistent with the plain language model.

The reason underlying our reflections on the use of *plain language* principles is straightforward: we have in mind the effectiveness of linguistic conduct, which, in the administrative and social sphere under examination, translates into the institutional sender's recourse to clear and accessible language – language that will ensure all citizens equal access to public services and information. Only texts written in plain language can reach those with a lower level of education or weaker reading skills. Such texts will be understood by a greater proportion of older people, as well as by foreigners residing in Poland, who openly identify complicated officialese as a communicative barrier.

The discussion that follows is organised into three thematic blocks. In the first, drawing on the findings of researchers – the originators and promoters of plain language in Poland – we recall the most important principles of the model described. In the second block, given the importance of the subject taken up in the article, we identify – in our view, the most significant – social and academic events serving to promote the concept of plain language. The third part is analytical in nature. In it, we offer a philological – or, more precisely, a linguistic – description of the source material, conducted with a view to determining the extent to which plain language can be applied in drafting official (police) notes and summonses.

The Principles of Plain Language

What conditions the application of the *plain language* concept in editing texts is consideration for the prospective recipient – which, from the perspective of the official as sender, translates into care being taken to guarantee the recipient quick access to the information contained in the text, better comprehension of such texts and, where required, effective action on the basis of them. Subordinate to this key assumption,

the principles of plain language are heterogeneous, since they relate to several levels of textual organisation: structural, content-related, linguistic – distinguished here in turn into syntactic and lexical dimensions – and visual.

As regards the catalogue of principles, it is not a closed one. In publications devoted to plain writing one reads of varying numbers of them. Thus, for example, specialists from the Plain Polish Workshop at the University of Wrocław, in discussing the methods of producing content for the *Obywatel.gov.pl* portal, identify eleven principles¹. These are as follows: use commonly known words; remember that one thought equals one sentence; use natural word order (subject + predicate + object); avoid participles; avoid ‘hidden actions’, that is, deverbal nouns; avoid the passive voice and impersonal forms, addressing the recipient directly instead; avoid difficult expressions (and, where a specialist term must be used, explain what it means); ‘let light into the text’ (divide the text into paragraphs and use bullet points); describe only what is necessary to resolve the matter; avoid the past tense; give the text a recurring structure. By comparison, Jarosław Liberek and Karolina Ruta-Korytowska, the authors of the 2022 handbook *Prosty język w pismach urzędowych* [*Plain Language in Official Letters*], propose a modified arrangement of the principles, foregrounding the importance of the rules relating to the ‘hard text’ (the most important parts of the text). They identify six core rules: relocate legal provisions (to a footnote at the bottom of the page or to the end of the document); shorten long multi-word constructions; remove redundant words and word combinations (those that are semantically empty or repetitive); remove redundant content (do not repeat the same point and do not state obvious information); restructure long sentences (both extended simple sentences and long compound sentences); replace words and word forms (for example, replace words that are excessively elevated, formal or poetic with less marked alternatives, or convert nominalised constructions into verbs)².

Social and Academic Events Serving to Promote the Plain Language Concept

In studies devoted to plain language, one reads that among the most significant initiatives serving its dissemination are, inter alia: the reform of official language prepared in 2010 by the Ministry of Regional Development and the Plain Polish Workshop of the University of Wrocław; the publication of the first handbook for civil servants, *Jak pisać o Funduszach Europejskich?* [*How to Write about European Funds?*];³ the nationwide campaign of 2012 held under the slogan *Język przyjazny*

1 These principles are listed here in abbreviated form; see T. Piekot, G. Zarzeczny, E. Moroń, ‘Prosta polszczyzna w praktyce. Standaryzacja języka serwisu *Obywatel.gov.pl*’, in: K. Kłosińska, R. Zimny (eds.), *Przyszłość polszczyzny – polszczyzna przyszłości*, Warsaw 2017, pp. 251–265.

2 J. Liberek, K. Ruta-Korytowska, *Prosty język w pismach urzędowych. Poradnik dla osób pracujących w Urzędzie Miasta Poznania oraz w miejskich jednostkach organizacyjnych*, Poznań 2022, pp. 14–19.

3 The full reference: J. Miodek, M. Maziarz, T. Piekot, M. Poprawa, G. Zarzeczny, *Jak pisać o Funduszach Europejskich?*, Warsaw 2010.

obywatelom [Citizen-Friendly Language]; the declaration on plain communication, signed in 2018 by representatives of ministries and other institutions committed to disseminating plain language; and the recommendation, signed in 2020 by the Head of the Civil Service, on the dissemination of plain language.

Staff employed in various units of the administrative sector, in law firms and in private corporations are aware of the benefits of implementing the plain Polish model. They are well aware of the important role played, in promoting citizen-friendly language, both by cooperation with the originators of the concept (linguists) and by the publishing output in this area. It is worth noting that the most widely read studies and handbooks continue uninterruptedly to be the publications of the authors of the model under discussion – those associated with the Plain Polish Workshop, the Wrocław-based researchers: Tomasz Piekot, Grzegorz Zarzeczny, Marcin Poprawa and Ewelina Moroń.⁴ Among the promoters of plain language in the administrative sector are also other authors⁵, including the two Poznań-based scholars mentioned earlier: Jarosław Liberek and Karolina Ruta-Korytowska.⁶

Significant undertakings in the field under consideration include research projects in which specialists promoting plain Polish participate as principal investigators or team members.⁷ Equally important are the workshops on the simplification of official texts, organised in various branches of the administrative sector. In recent years, the concept of *plain language* has gained popularity thanks to academic educational offerings. In 2022, at the Faculty of Polish and Classical Philology of Adam Mickiewicz University in Poznań, the postgraduate programme *Prosty język w instytucjach publicznych* [Plain Language in Public Institutions] was launched. It prepares its participants to draft texts in accordance with the principles of plain communication. It is worth adding that each year the course of study concludes with an academic conference held within the walls of the Collegium Maius, providing an opportunity not only to present but also to discuss various aspects of the effective application of the *plain language* concept. In closing, it is impossible not to mention another educational initiative based in Poznań – the two-year postgraduate programme

4 See, inter alia: M. Maziarz, T. Piekot, M. Poprawa, B. Broda, A. Radziszewski, G. Zarzeczny, *Język raportów ewaluacyjnych*, Warsaw 2012; J. Miodek, M. Maziarz, T. Piekot, M. Poprawa, G. Zarzeczny, *Jak pisać o Funduszach Europejskich?*, op. cit.; T. Piekot, G. Zarzeczny, E. Moroń, 'Standard plain language w polskiej sferze publicznej', in: M. Zaśko-Zielińska, K. Kredens (eds.), *Lingwistyka kryminalistyczna. Teoria i praktyka*, Wrocław 2019, pp. 197–214; T. Piekot, M. Maziarz, 'Styl plain language i przystępność języka publicznego jako nowy kierunek w polskiej polityce językowej', *Język a Kultura*, vol. 24, pp. 307–324; T. Piekot, 'W poszukiwaniu uniwersalnej metody upraszczania pism urzędowych i decyzji administracyjnych', *Poznańskie Studia Polonistyczne. Seria Językoznawcza*, 2021, no. 1, vol. 28 (48), pp. 109–122.

5 For example: B. Cieśla, 'Współczesne teksty urzędowe a zasady prostej polszczyzny (na wybranych przykładach)', *Poznańskie Studia Polonistyczne. Seria Językoznawcza*, 2021, no. 1, vol. 28 (48), pp. 23–44; M. Hadryan, 'Ogólne warunki ubezpieczenia w świetle prostego języka. Studium przystępności', *Co do zasady*, 2023, no. 2, pp. 27–50.

6 Among Ruta-Korytowska's other publications, we particularly recommend the following articles: 'Nie taki urząd straszny, jak o nim mówią... Prosty język w Urzędzie Miasta Poznania – dobre praktyki', *Poradnik Językowy*, no. 8, 2022, pp. 1–17; and 'Wizualizacja treści jako sposób upraszczania tekstu prawnego. Legal design w praktyce', *Poradnik Językowy*, no. 8, 2023, pp. 72–88.

7 In connection with the 2020 recommendation of the Head of the Civil Service on the dissemination of plain language, work has been initiated on plain language as a standard of written communication in central government offices – and beyond. Municipal authorities have also joined this initiative, including those in Warsaw, Poznań and Kalisz.

Język i komunikacja w praktyce prawniczej [*Language and Communication in Legal Practice*], whose curriculum provides for a cycle of classes covering not only *plain language* but also *legal design*. For the time being – let us repeat – this is solely a proposal, but one which has the potential to bear fruit in the future. It arises from a need diagnosed by lawyers, both theorists and practitioners, for linguistic support of their activity in the administrative-legal sphere. The programme is addressed to those practising public and independent legal professions, to those preparing to practise such professions, and also to other interested individuals holding a Master's degree in law, in another social science discipline, or in a philological field. The emphasis on developing the linguistic and communicative competences of the future participants reflects the conviction that 'language is the fundamental tool in the work of lawyers and of the professionals who support them; fluency in interpreting legal provisions and the ability to express thoughts clearly and precisely are therefore key to the effectiveness and efficiency of the communication in which they participate'⁸. The post-graduate programme was designed by a team comprising linguists from the Institute of Polish Philology at Adam Mickiewicz University in Poznań and lawyers employed at the Faculty of Law and Administration of the same University.

The Official (Police) Note and the Summons in the Light of the Plain Language Model

In order to identify possibilities for applying specific plain language principles in the drafting of Police and Municipal Police documents, we examined fifty official notes (including police notes) and thirty summonses – eighty texts in total, dating from 2021 to 2023. The importance of this material lies in the fact that it provides the basis for determining the subsequent stages of judicial proceedings. We consulted the material in the archive of the Regional Court in Poznań. Since disclosure of the contents of these notes and summonses would constitute a breach of the law⁹, we have anonymised the personal data contained therein. We have also refrained from identifying the specific sources from which the cited passages derive.

The official (police) note is, in the broadest sense, an official communication of variable form and length, used to record observations, findings and unlawful acts. We analysed notes of various kinds, primarily the documents that police stations forward to the Regional Court in Poznań – relatively extensive texts, prepared in electronic form, with explanations and justifications grounded in legal provisions. We also reviewed scene-of-incident notes drafted by the Municipal Police immediately after the offence. Some of these were in printed form, others handwritten.

⁸ <https://amu.edu.pl/wiadomosci/aktualnosci/kandydaci/prosty-jezyk-w-instytucjach-publicznych-nowy-kierunek-studiow-podyplomowych-na-uam> (accessed: 22 March 2026).

⁹ See Article 241(1) and (2) of the Polish Criminal Code, on offences against the administration of justice, which provides that the dissemination of information from criminal proceedings is punishable by a fine, restriction of liberty, or imprisonment of up to two years (para. 1). The public dissemination of information from a court hearing held in camera is subject to the same penalty (para. 2).

With regard to summonses, we focused primarily on documents imposing on the addressee an obligation to appear before the court. Throughout our discussion we draw on the reflections and key conclusions contained in Özgür Ozan Yildirim's diploma thesis entitled *Koncepcja prostego języka w analizie dokumentów Policji i Straży Miejskiej* [*The Plain Language Concept in the Analysis of Police and Municipal Police Documents*], written in the 2023/2024 academic year at the Institute of Polish Philology, Adam Mickiewicz University.

In the notes and summonses examined, the plain language principles linked to the syntactic level of textual organisation concern sentence structure, the use of particular verb forms within sentences, and the order of words within sentences. As regards the structural features of sentences, the notes addressed by the police authorities to the Regional Court in Poznań furnish important observations. In them, one can discern elaborate compound utterances – elaborate in the sense that they contain several shorter but substantively important constituent units. Let us add, parenthetically, that the use of such structures – both compound and simple – is one of the distinguishing markers characteristic of the style of texts representing official varieties, including the official-legal and the official-clerical.¹⁰ Reflection on the appropriateness of using extended utterances arises with some frequency precisely when, within a text, there is an accumulation of such structures in close proximity.

In the case of the notes, as noted, it is the elaborate compound sentences that draw attention. Here is one such sentence, composed of an opening participial construction and five clauses (yielding six smaller units within the extended structure):

[1] *Mając powyższe na uwadze*, [2] *X (nazwa jednostki instytucji urzędowej) w przedmiotowej sprawie uważa*, [3] *że Pan/Pani Y popełnił/popełniła wykroczenie z art. ... ust. ... k. ... (nazwa kodeksu)*, [4a] *albowiem korespondencja do niego/niej kierowana*, [5] *w treści której wzywano go/ją do wskazania osoby użytkującej lub kierującej pojazdem poprzez stawiennictwo osobiste osoby odpowiedzialnej bądź przesłanie rzeczonych informacji* [6] *i pouczono go/ją o ewentualnych konsekwencjach braku reakcji na wystosowane pismo*, [4b] *została osobiście (w dniu ...) podjęta*.

In line with the recommendations formulated by the proponents of plain language, the content signalled in the example under discussion would gain in clarity and intelligibility if the elaborate compound sentence were replaced by a unit composed of several separate shorter sentences.¹¹ a simplified version might take the following form:

10 See, for example, R. Łapa, *Język prawny w świetle analizy językoznawczej. Wybrane zagadnienia składniowe*, Poznań 2015, p. 294 ff.; D. Zdunkiewicz-Jedynak, *Styl urzędowy i jego gatunki*, Warsaw 2008, p. 165.

11 Liberek and Ruta-Korytowska give as the fifth recommendation of the plain language model: 'Restructure long sentences – more precisely: restructure long compound sentences by dividing them into shorter sentences' – Prostý jazyk..., op. cit., p. 19.

Straż Miejska uważa, że osoba X popełniła wykroczenie z art. ... ust. ... k. ... Straż Miejska wysłała do niej korespondencję, w której wezwała osobę X, by wskazała tę osobę, która użytkowała pojazd lub kierowała nim. Osoba X w tym celu miała przybyć do sądu albo przesłać informację. Straż Miejska pouczyła osobę X o tym, jakie jej grożą konsekwencje, jeśli nie zareaguje na wezwanie. Mimo pouczenia osoba X do dzisiaj nie wskazała prowadzącemu organowi, komu powierzyła pojazd do kierowania nim lub użytkowania go.

We cite one further compound sentence – quite extensive, perhaps not so much because of the number of its constituent units as because of the degree to which those units are saturated with overly elaborate prepositional constructions:

Istnieje możliwość osobistego stawienia celu udzielenia powyższej informacji lub złożenia wyjaśnień lub zakończenia sprawy w postępowaniu mandatomym, jednak z uwagi na ograniczenia wynikające ze stanu epidemii, w trosce o bezpieczeństwo naszych petentów i pracowników prosimy telefonicznie umówić termin stawienia się na wezwanie, tel...., czynny (godziny, w których można dzwonić do instytucji).

In the compound structure cited, we are dealing with three prepositional constructions: *celem* + noun in the genitive ('*celem udzielenia powyższej informacji lub złożenia wyjaśnień lub zakończenia sprawy w postępowaniu mandatomym*'); *z uwagi na* + noun in the accusative ('*z uwagi na ograniczenia wynikające ze stanu epidemii*'); and *w trosce o* + noun in the accusative ('*w trosce o bezpieczeństwo naszych petentów i pracowników*'). The accumulation of nouns in the first construction, and – to a lesser extent – in the second, may, in the view of the average recipient (a less educated citizen, a person with a health-related impairment, or a foreigner learning Polish), render the message difficult to understand and consequently obstruct any further action it entails. We therefore propose a more accessible version, decidedly clearer in terms of content:

Jednostka (pełna nazwa) wzywa Panią/Pana, aby przybyła Pani/przybył Pan osobiście do urzędu, żeby złożyć wymagane informacje i przedstawić wyjaśnienia. Ponieważ jest epidemia, dbamy, aby petenci i nasi pracownicy byli bezpieczni. Dlatego też prosimy, aby Pani umówiła się/Pan umówił się na wizytę telefonicznie.

Turning to the description of a further feature identified and modified by the so-called language simplifiers, we wish to emphasise that the notes and summonses display a high frequency of use of impersonal verb forms ending in *-no*. Here are selected passages containing these forms (the impersonal forms are highlighted in the English translations):

*W wyniku wykonania czynności do sprawy **dokonano sprawdzenia** osoby X pesel ... w systemie policyjnym, gdzie **ustalono**, iż w/w nie jest osobą zatrzymaną, czy poszukiwaną i nie odbywa kary pozbawienia wolności.*

*Około godz. 11.10 z polecenia dyspozytora KMP Poznań **udano się** do miejscowości Biedrusko ul., droga leśna, gdzie miało dojść do kradzieży roweru [...] W związku z tym **dokonano penetracji** drogi leśnej wzdłuż rzeki Warta na odcinku, gdzie **ujawniono** osobę zgodną z rysopisem sprawcy, którym okazał się pan X.*

*Około godz. 16.15 z polecenia Dyspozytora udaliśmy się Poznań ul. Nad Różanym Potokiem, gdzie nietrzeźwy kierujący miał doprowadzić do zdarzenia drogowego. W trakcie przejazdu **skontaktowano się** ze zgłaszającym (św. zdarzenia), który zrelacjonował, że kierujący miał oddalić się w kierunku Moraska [...] Mężczyźnie **założono** kajdanki na ręcezymane z tyłu i **umieszczono** w radiowozie.*

The introduction of an impersonal form into an utterance precludes any communication of the agent of the actions reported by that form. Yet each impersonal verb implies an answer to the question of who actually carried out the action: who checked the person, who established the facts, who proceeded to the scene, who carried out the search, who discovered the suspect, who made contact, and so on. The analysis shows that the use of impersonal forms is in each instance unidirectional: that is to say, the point is not to identify the person or persons representing a particular public-order authority. That person is not the perpetrator, the suspect, or the witness.

The originators of the plain language model reject depersonalisation¹², regarding it as a feature that renders the human agent invisible in the text. Favouring a subject-oriented perspective, they recommend replacing impersonal forms with personal forms¹³ – but not only that. In advocating subjectivity in language and text, they are equally opposed to the use of the passive voice of the verb¹⁴, which also occurs in the texts under discussion:

*Notatka wraz z protokołem badania trzeźwości, oświadczeniem dotyczącym adresu do korespondencji oraz przekazaniem pojazdu **została przekazana** na KP Suchy Las celem dalszego wykorzystania.*

*W rozmowie ustalono, iż dokumentacja **nie została wysłana** do dnia dzisiejszego i **zostanie przesłana** niezwłocznie do Komisariatu B elektronicznie w dniu jutrzejszym.*

12 Cf. Wojtak, 'Styl urzędowy', in: J. Bartmiński (ed.), *Współczesny język polski*, Wrocław 1993, pp. 151–154.

13 See, for example, J. Liberek, K. Ruta-Korytowska, *Prosty język...*, op. cit., p. 19.

14 Ibid.

Po czynnościach o godz. 21.50 pan X został zwolniony i przekazany pod opiekę. Pan Y za pisemnym oświadczeniem nie miał uwag co do stanu przekazanej osoby.

With regard to the description of word order within sentences, we noted a deviation involving the position of the word functioning as the grammatical subject. The matter concerns only a few examples, but since we are discussing an issue covered by the language simplifiers' assessment, we proceeded on the assumption that it is worth writing about.¹⁵ Among the structures in which the subject has been displaced from its proper sentence-initial position – that is, from the beginning of the sentence – to a final position (at the end of the sentence) are utterances such as:

W dniu 28.12.202 r., bez poinformowania o przyczynie niestawienia, nie stawiał się na wysłane listownie wezwanie w charakterze podejrzanego X.

Pomimo wysłanego wezwania do stawienia w charakterze podejrzanego w dniach ... nie stawiał się X.

Pomimo wysłania wezwania do stawienia w KP P-ń Północ w dniu nie stawiał się X.

These sentences will sound decidedly more natural if the subject is placed in sentence-initial position, immediately before the predicate: **X nie stawiał się w dniu 28.12.2022 r. na wysłane listownie wezwanie [...], X nie stawiał się pomimo wysłanego wezwania do stawienia [...], X nie stawiał się pomimo wysłania wezwania do stawienia [...].**

Among lexical matters, we wish to dwell on vocabulary which, frequently repeated in official texts, comes to function as a verbal cliché. Plain language specialists advocate the removal of such words, or combinations of them, from texts. In the official notes and summonses, we encounter this situation in the case of two pleonastic constructions¹⁶: *w dniu dzisiejszym* (literally 'on the day of today') and *w dniu jutrzejszym* (literally 'on the day of tomorrow'). In the three passages cited below, both pleonasm can, without loss of content, be reduced to a single word – *dzisiaj* ('today') and *jutro* ('tomorrow'), respectively:

*W rozmowie ustalono, iż dokumentacja nie została wysłana **do dnia dzisiejszego** i zostanie przesłana niezwłocznie do Komisariatu B elektronicznie **w dniu jutrzejszym**.*

***Do dnia dzisiejszego** nie ustalono miejsca przebywania osoby.*

***Do dnia dzisiejszego** pisma nie zostały zwrócone.*

¹⁵ Ibid.

¹⁶ Ibid.

The second lexical issue relates to the frequent use, in the texts under description, of multi-word constructions built around the verb *dokonać* (literally ‘to carry out / to effect’). Here are passages containing these constructions (the constructions appear in bold; the original Polish verbs are given in square brackets, since the analysis here turns on a Polish-specific lexico-grammatical feature):

*W związku z tym **dokonano penetracji** drogi leśnej wzdłuż rzeki Warta, gdzie ujawniono osobę zgodną z rysopisem sprawcy kradzieży, którym okazał się pan X.*

*W dniu o godz. ... w miejscowości Biedrusko kompleks leśny nad rzeką Wartą – ul. ... X **dokonał zaboru** w celu przywłaszczenia roweru m-ki Merida nr ramy ... kolor turkusowy o wartości 2999 zł, powodując straty na szkodę, tj. czyn z art. 278 § 1.*

*W związku z powyższym **dokonano sprawdzenia** statusu doręczenia przesyłki w aplikacji Poczta polska, gdzie ustalono, iż w dniu X odebrał pismo osobiście [...].*

*Pan M. oświadczył, że **kradzieży dokonał**, ponieważ chciał dojechać do swojej matki.*

In the linguistic literature, one reads that analytic constructions which have a semantically equivalent counterpart in the form of a single word are characteristic of texts belonging to official varieties, in which they make it possible to express certain content more precisely than their single lexical counterpart would.¹⁷ The combinations with *dokonać* in the examples given above do not, however, bear out this generalisation. The analysis indicates that the information conveyed will not be rendered unclear if, in place of constructions such as *dokonać penetracji*, *dokonać zaboru*, *dokonać sprawdzenia* and *dokonać kradzieży*, their simple equivalents are used: *spenetrować* (‘to search’), *zabrać* (‘to take’), *sprawdzić* (‘to check’) and (‘to steal’).¹⁸

Conclusion

Language is a unique common good. Its unquestionable value derives from the fact that it affords the means of meeting communicative needs. It is the binding agent that consolidates human communities, preserving their history, traditions and experience. In this light, it falls to all of us, as language users, to cultivate it, to respect both the word and its value, and to ensure that language is used correctly – that is, clearly, intelligibly and effectively.

¹⁷ J. Anusiewicz, *Konstrukcje analityczne we współczesnej polszczyźnie*, Wrocław 1978.

¹⁸ This is consistent with the plain language principle of replacing multi-word combinations with a single, simpler equivalent; see J. Liberek, K. Ruta-Korytowska, *Prosty język...*, op. cit., p. 19.

We wish to emphasise once again that the remarks advanced in this article in relation to the implementation of plain language are not to be regarded as a categorical imperative. We are putting forward a proposal only, in the belief that adopting such a communicative tool in the work of public-order authorities could contribute to more effective communication with both citizens and foreign nationals. We hold that only an unambiguous and intelligible message can overcome communicative obstacles. Citizen engagement should then increase, and the efficiency of the work performed by officials should likewise improve. In this connection, however, it should be noted that the introduction of plain language must go hand in hand with the training of officials, the revision of existing documentation and the ongoing evaluation of the changes introduced.

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