

Policy	Code of Conduct, Disciplinary and Complaints Procedures
Effective Date	21 May 2018
Date Last Reviewed	21 May 2018
Authorised by	Trustees Meeting
Scheduled Review Date	May 2019
Supersedes	All previous Policies and/or Statements

CODE OF CONDUCT

We want the Society to be enjoyable, successful, friendly and fulfilling. In order to achieve this we ask for a commitment from you to take responsibility for the Society by:

- attending rehearsals regularly and punctually;
- working to the best of your ability;
- asking for help if required;
- treating all members, staff and visitors with courtesy and respect;
- following HCS policies and procedures;
- respecting the HCS's environment, property and facilities;
- curtailing chatter during rehearsals (ie not talking whilst others are rehearsing or the Music Director is talking)
- using acceptable and appropriate language;
- ensuring the health and safety of self and others and reporting any dangers, hazards and accidents;
- ensuring no hazardous or illegal substance or articles are brought into the HCS environment;
- taking care of your own property and the property of others;
- notifying the Secretary promptly of any change of address or other contact details.

DISCIPLINARY PROCEDURE

The Society's Disciplinary Procedure exists to ensure that serious breaches of these guidelines are dealt with quickly and effectively for the benefit of the Society as a whole. It applies to all forms of misconduct, and is based on the following principles:

- to ensure a safe and appropriate environment;
- to be simple and transparent; and
- to be fair and impartial.

Informal discussions

Before taking formal disciplinary action, the appropriate Voice Representative will make every effort to resolve the matter by informal discussions with the member concerned. Only where this fails to bring about the desired resolution will the formal disciplinary procedure be implemented.

Written warning

If informal discussions do not resolve the issue, details of the disciplinary matter and the discussion will be recorded for submission to the Trustees who will meet and consider the action to be taken within seven days. The member will be given a letter from the Secretary, setting out the allegation and the basis for it, and what, if any, further disciplinary measures are to be taken. The member may be informed that termination of membership will be considered if there is no sustained satisfactory improvement or change.

Termination of membership

If there is no improvement, or a further offence occurs, the HCS Trustees may terminate membership, subject to the member's right to be heard by the Trustees (normally the Chairman and Trustee responsible for Member Relationships), accompanied by a friend if desired, before a final decision is made.

For matters of serious misconduct the HCS Trustees may, at their discretion, go directly to any stage of the Disciplinary Procedures, or invoke a period of suspension pending investigation, in accordance with the HCS Constitution section 9 (4) (iv). This will depend upon the nature and level of misconduct.

On termination of membership, the membership fee will be refunded pro rata.

COMPLAINTS POLICY AND PROCEDURE

It is the Society's intention to put members first. We aim to do our best to ensure that all members have a successful and enjoyable experience. We are committed to continuous improvement.

We recognise, however, that sometimes mistakes can occur and things may not be done as well as they should. We are committed to ensuring that any complaints made by members are dealt with fairly and effectively to the best of our ability and within our resources. We recognise that constructive complaints can be used actively to improve performance.

If you have a complaint, first raise the matter with your Voice Representative, who will do his or her best to resolve the issue. If your Voice Representative is unable to deal with the matter to your satisfaction, he or she will inform the HCS Trustees, and the issue will be dealt with as a formal complaint. If you are unwilling to discuss the issue with your Voice Representative, you should address your complaint directly to the Chairman in writing.

Complaints will be reported to the Trustees for analysis within seven days and a written response will be provided. If you consider this to be unsatisfactory you are entitled to request a formal hearing, accompanied by a colleague if desired, with the Chairman and Trustee for Member Relationships. The resulting decision will be final.

Change Control History

Date of Change	Summary of Revisions Made
21 May 2018	Annual review – no changes needed