

Code of Conduct Policy

Working Together with a Positive Attitude

Introduction

The Shackleton Village Residents Association (SVRA) is committed to the fullest possible participation of all its members in the meetings and activities of the association.

The following guide has been drawn up to help members meet the commitment with the fullest

participation, in a practical and constructive way.

Working Together

Everyone has an equal right to benefit from, contribute to, and enjoy the meeting. This means that, among other things, unacceptable language and behaviour must be avoided, be it sexist, racist, homophobic, or offensive to people with physical disability and mental illness.

Members of the association must adhere to these principles, and these guidelines will assist with its implementation.

A key feature of the SVRA commitment to participation is the value it places upon the knowledge, experience, and skills that each member brings with them to share with others at the meeting; in particular their commitment, and experiences from their everyday lives. Therefore, it is important that everyone is made to feel safe, equal, and able to make a positive contribution to the group.

Code of Conduct

General governance arrangements

- All relevant personal and financial interests must be declared to the Secretary
- Members should not use their position or role within their RA for personal gain or leverage.
- Read agenda papers (if any) of a meeting beforehand.
- If members are unable to attend a meeting, send apologies to the Secretary beforehand.
- Committee members accept collective responsibility for the decisions taken at a meeting.

- Support the Chair at all times to ensure that members meet the above standards.
- Ensure the RA is compliant with GDPR guidelines and handles personal data in line with its privacy policy.

During a meeting

- Listen to what other people have to say, and avoid being dismissive of their contribution.
- Speak in a polite and respectful manner; avoid using rude, obscene or abusive language.
- Do not use racist, sexist or other discriminatory language.
- Wait until a speaker has finished and allow people to speak without interruption.
- Any criticism should be constructive to help members develop confidence, new skills and knowledge.
- Ensure that everyone who wishes to speak is given the encouragement and the opportunity to do so.
- Make your own contribution by responding to the matter at hand or by way of a question.
- Ensure that personal or sensitive information is restricted to the meeting and members confidentiality is always respected.
- Keep to the agenda and explore the merits of each question.
- The Chair should be impartial and neutral. If there is a 'deadlock' or stalemate situation, the Chair will cast the deciding vote.
- Respect the authority of the Chair.
- Mobile phones must be put on silent or turned off during meetings.

If the Code of Conduct has been ignored

1. A member who feels that the Code of Conduct has been ignored by another should raise this concern with the Chair either at the time, immediately after the meeting or by the attached complaints form at the earliest opportunity. If the Chair agrees that the Code of Conduct has been ignored, he or she should advise the member accordingly, and state that such behaviour is unacceptable.

2. If the member in question continues to ignore the Code of Conduct, the Chair will put to the meeting a motion that the member be asked to leave the meeting immediately, with the possibility of no longer participating in the Association if their behaviour continues.

3. Any persistent breaches of the code of conduct, the equal opportunities policy or the RA/staff working agreement, the Resident Involvement team has the right to dissolve the Association following an investigation.

Document signed off by the Residents Association committee 12th June 2026

Revision A

Review Date 11th June 2027

Unacceptable Conduct Complaints Form

(breach of the Code of Conduct Policy)

Anyone who wishes to complain about unacceptable behaviour or offensive language, but may

feel uncomfortable doing so at the time of an incident, can use this form.

Upon Completion forward to the Chairperson or Secretary of the Residents Association

Name	Click or tap here to enter text.
Home Address	Click or tap here to enter text.
Email address	Click or tap here to enter text.
Telephone Number	Click or tap here to enter text.
Date	Click or tap to enter a date.

I would like to make a complaint about an incident which took place...

On (date)	Click or tap to enter a date.
At (Location)	Click or tap here to enter text.
Meeting / Event Name	Click or tap here to enter text.
Details of my complaint	Click or tap here to enter text.

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