

Moseley Forum

Code of Conduct & Complaints Procedure

CODE OF CONDUCT

All members are required as a condition of their membership to adhere to the following code of conduct. Failure to do so may lead to you and / or your organisation being denied attendance as a member.

All Forum members are expected to:

- Respect the views, opinions, knowledge, experience and expertise of other members, at events, in discussions, and in other communications channels where they may interact with and other members.
- Be polite, honest and supportive of other members.
- Always strive to uphold good practice in their communications and uphold the reputation of the Forum
- Not discriminate against, bully or harass others on the basis of:
 - cultural and role difference, including (but not exclusively) those involving age, disability, education, ethnicity, gender, language, national origin, political beliefs, race, religion, sexual orientation, marital or family status and socio-economic status.
- Not knowingly act in a manner inconsistent with this code, or knowingly cause or permit others to do so.

Breach of the Code of Conduct

A complaint regarding a breach of the code of conduct may be made by anyone, whether they are a Forum member or not.

In the first instance, please direct your complaint in writing to the member of the team who provided the service related to the alleged breach of conduct. You can find out all our contact details here; www.moseleyforum.org.uk

Alternatively, please get in touch with our Chair; david@moseleyforum.org.uk Any complaint should be submitted within two months of the alleged breach of conduct.

COMPLAINTS PROCEDURE

1. Purpose and scope of policy

- a. Our intention at all times is to deal with people fairly and properly. If you feel that we have not met that standard, please let us know. Where there is reason to believe our conduct has fallen short, we want to be able to resolve any issues and learn from what has happened so that we can continuously improve.
- b. This document explains how the Forum deals with complaints about its conduct from all external parties.

2. What is a complaint?

- a. We will treat any expression of dissatisfaction about our conduct as a complaint. However, we ask you to contact us in writing as set out in the next section, so that we can consider the matter properly. This policy covers complaints about:
 - i. how you or others have been treated by the Forum;
 - ii. the Forum's conduct in performing our statutory functions in line with our legal duties;
 - iii. the Forum's conduct and compliance with its own procedures processes and policies as described in relevant Forum guidance; and
 - iv. the behaviour of Forum members;
 - b. It may be the case that we receive correspondence that in our view does not fall under our definition of a complaint or does not raise any issue that calls for in depth investigation. This may apply, for instance, to:
 - i. objections to certain steps, recommendations or decisions we have taken in compliance with any legal requirement;
 - ii. disapproval of the Forum's refusal to take action in a matter where we have no legal power to act;
 - iii. anonymous complaints; or
 - iv. malicious, repetitive or vexatious claims such as harassment of staff or repeated submissions of a complaint to which a response under stage two of our complaints procedure has been provided. We will not reply to rude or abusive emails, calls or letters. In all other cases we will give brief reasons for our views but having done so once will not normally engage in further correspondence on the merits of the position we have taken.
3. The policy does not cover matters that are subject to separate procedures, which include the following:
- a. Dissatisfaction or disagreement with opinions or determinations handed down by the Forum.
 - b. Requests, or refusals for requests, for information under the Freedom of Information Act 2000 or Data Subject Access Requests under the UK General Data Protection Regulation.

4. How to complain

- a. The Forum's contact details are available on our website. A complaint may be emailed to moseleyforum@gmail.com or sent by post to:

MOSELEY FORUM,
The Moseley Exchange,
149 – 153 Alcester Road,
Moseley,
Birmingham B13 8JP

[The Forum Secretary shall monitor the incoming post on a regular basis]

- b. It will help us to deal quickly and fully with your complaint if you can state that you are making a complaint, set out your concern in writing as clearly as possible, and provide your contact details.

5. What you can expect from us when handling a complaint

- a. Our policy is to take legitimate complaints seriously and deal with them according to the procedures set out in this policy.

6. Our standards

- a. We aim to deal with complaints promptly and sensitively, and be courteous and helpful at all times. We would hope, too, that you will be courteous and fair in your dealings with our volunteers at all times. All complaints received will be dealt with confidentially and in accordance with the requirements of the UK General Data Protection Regulation.
- b. We will keep full and accurate records of all complaints we receive so that we can monitor the types of problems reported to us, the best way to resolve them and how long we are taking to deal with complaints. This also helps us to take a closer look at how we can improve in the future.
- c. If you make a complaint, we will investigate it thoroughly and impartially, without discrimination or prejudice. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time in order to investigate it fully and properly so that, wherever we can, we resolve the issue first time and learn from it and make improvements.
- d. We will ensure that all decisions we make are proportionate, appropriate and fair given the circumstances of each individual complaint.

7. Stage One

- a. If you have supplied your contact details, we will send an acknowledgment of your complaint within 10 working days. Your complaint will then be passed to an appropriate person, as determined by the committee, who was not involved in the events which led to the complaint and who is in a position and has the relevant experience to consider the complaint. We will aim to respond as soon as possible, and in any event within 20 working days. We may need to contact you to ask for more information or clarity before making a final response.
- b. When we provide you with a final response, we will clearly set out the steps we took in investigating the complaint along with our views and reasons for this. Where we identify mistakes in our approach we will acknowledge those mistakes, set out details of remedial steps or changes we think are appropriate in the circumstances, and explain what we will do to prevent the problem from reoccurring. We will also indicate your right to request a review of your complaint if you are not satisfied with our response.
- c. In complaints involving the Forum's Chair, the Vice Chair will consider if there is a sufficiently serious prima facie case and, if so, shall exclude the Chair from any of the above and following procedures.

8. Stage Two

- a. We expect most complaints to be resolved at stage one. However, if you consider the response you have received is not fair or appropriate, you may contact us to request a review of your complaint by the Forum Chair or Vice Chair. You should do this within 20 working days of receiving a stage one response unless there is special reason for doing so later.
- b. We will acknowledge your request to review the complaint within 10 working days of receipt. Again, we may need to contact you to ask for more information or clarity before making a final decision. We will aim to respond within 20 working days of receipt.

9. Extending time limits

- a. We aim to complete all complaints within the timescales above; however, if a complaint is very complex it may occasionally be necessary to extend the time limit. If this is the case, we will keep the complainant informed of progress with the investigation, the reasons for the delay, and the new deadline.

10. If you remain dissatisfied

- a. If having followed the 2 stages of our complaints procedure you still remain dissatisfied, you can ask to have your complaint reviewed externally.
- b. You should contact your local councillor and ask for your complaint to be referred to the relevant ombudsman.

11. Other information

- a. The Forum's committee is, by way of being copied in to all communications informed of any complaints received about the Forum or its members and at each meeting.
- b. The Forum welcomes any comments or suggestions about this complaints procedure, to make sure it operates as efficiently and effectively as possible. Please send any comments to us by email or post.

Adoption

This Code of Conduct was adopted by Moseley Forum on 16 July 2023

First Review due 16 July 2025

Signed 

Date: 1 August 2023

David Isgrove (Chair)