



## CODE OF CONDUCT & COMPLAINTS PROCEDURE

### 1. DEFINITIONS

- 1.1. For definitions of terms such as 'Member', 'Committee Member' or 'Officer' used throughout this document, refer to section 4 of the Constitution. The use of 'We' and 'The Forum' effectively mean the Committee of Moseley Forum or the responsible person.

### 2. CODE OF CONDUCT

- 2.1. 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 the organisation you represent being denied attendance as a member.
- 2.2. Re-admittance as member will be subject to review by the committee.
- 2.3. All Forum members are expected to:
  - 2.3.1. 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 other members.
  - 2.3.2. Be polite, honest and supportive of other members.
  - 2.3.3. Always strive to uphold good practice in their communications and uphold the reputation of the Forum
  - 2.3.4. Not discriminate against, bully or harass others on the basis of:
    - 2.3.4.1. Age
    - 2.3.4.2. Disability
    - 2.3.4.3. Gender reassignment
    - 2.3.4.4. Marriage and civil partnership
    - 2.3.4.5. Pregnancy and maternity
    - 2.3.4.6. Race
    - 2.3.4.7. Religion or belief
    - 2.3.4.8. Sex (gender)
    - 2.3.4.9. Sexual orientation
- 2.4. Not knowingly act in a manner inconsistent with this code, or knowingly cause or permit others to do so.

### 3. BREACH OF THE CODE OF CONDUCT

- 3.1. A complaint regarding a breach of the code of conduct may be made by anyone, whether they are a Forum member or not.
- 3.2. 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 of all our contact details here; Committee - ([moseleyforum.org.uk](http://moseleyforum.org.uk))
- 3.3. Alternatively, please get in touch with our Chair. Any complaint should be submitted within two months of the alleged breach of conduct.
- 3.4. If neither of the above is felt appropriate please address your complaint to the committee as a whole at [moseleyforum@gmail.org.uk](mailto:moseleyforum@gmail.org.uk)

#### **4. COMPLAINTS PROCEDURE**

##### **PURPOSE AND SCOPE OF POLICY**

- 4.1. The intention of the Committee 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.
- 4.2. This document explains how the Committee deals with complaints about its conduct from all external parties.

#### **5. WHAT IS A COMPLAINT?**

- 5.1. The Committee will treat any expression of dissatisfaction about the conduct of an individual Committee member or the committee as a whole as a complaint. However, we ask you to contact the Committee in writing as set out in the next section, so that they can consider the matter properly. This policy covers complaints about:

- 5.1.1. how you or others have been treated by the Forum;
- 5.1.2. the Forum's conduct in performing our statutory functions in line with our legal duties;
- 5.1.3. the Forum's conduct and compliance with its own procedures processes and policies as described in relevant Forum guidance; and
  - 5.1.3.1. the behaviour of Forum members;
  - 5.1.3.2. 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:
    - 5.1.3.3. objections to certain steps, recommendations or decisions we have taken in compliance with any legal requirement;
    - 5.1.3.4. disapproval of the Forum's refusal to take action in a matter where we have no legal power to act;
    - 5.1.3.5. anonymous complaints; or
    - 5.1.3.6. 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.

#### **6. SCOPE**

- 6.1. This policy does not cover matters that are subject to separate procedures, which include the following:
  - 6.1.1. Dissatisfaction or disagreement with opinions or determinations taken by The Forum.
  - 6.1.2. 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.
  - 6.1.3. Events organised by Moseley Forum such as a hustings event.

**7. HOW TO COMPLAIN**

7.1. 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]

7.2. 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 as clearly as possible, and provide your contact details.

**8. WHAT YOU CAN EXPECT FROM THE COMMITTEE WHEN HANDLING A COMPLAINT**

8.1. The policy of the Forum is to take legitimate complaints seriously and deal with them according to the procedures set out in this policy.

**9. THE STANDARDS OF MOSELEY FORUM**

9.1. The Forum aims 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.

9.2. The Forum 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.

9.3. If you make a complaint, The Forum will investigate it thoroughly and impartially, without discrimination or prejudice. The Forum aims to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, it may need extra time in order to investigate it fully and properly so that, wherever possible, the issue can be resolved first time and lessons learnt from it and improvements made.

9.4. The Forum will ensure that all decisions made are proportionate, appropriate and fair given the circumstances of each individual complaint.

9.5. The Forum will retain a database of complaints received, responded to and settled.

**10. STAGE ONE**

10.1. The Forum 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.

10.2. 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.

- 10.3. 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.

**11. STAGE TWO**

- 11.1. 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.
- 11.2. 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.

**12. EXTENDING TIME LIMITS**

- 12.1. 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.

**13. IF YOU REMAIN DISSATISFIED**

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

**14. OTHER INFORMATION**

- 14.1. 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.
- 14.2. 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.

**15. REVIEWS, AMENDMENTS ETC**

- 15.1. This statement will be reviewed every two years or sooner where legislation or any other statutory or local policy demands is amended.
- 15.2. This Constitution may only be altered by a resolution passed by not less than two thirds of the voting members present and voting at an Annual or Extra-ordinary General Meeting. The notice of any such meeting must include notice of the resolution, setting out the terms of the alteration proposed.

**16. ADOPTION**

16.1. This document shall be signed off here under by the current Chair but shall also be circulated to all Committee Members for them to acknowledge. All Committee Members shall abide by the procedures and protocols herein.

This **Code of Conduct & Complaints Procedure** was adopted by Moseley Forum on: **26<sup>th</sup> November 2024**

Next Review due ..... **26<sup>th</sup> November 2026**



Signed:.....

Position held: ..... Chair

Date:.....27<sup>th</sup> November 2024