

# Royal Deeside Railway Preservation Society

## Code of Conduct

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#### **A1 Purpose**

To establish (1) a Code of Conduct for members of the Royal Deeside Railway Preservation Society and (2).a comprehensive procedure for dealing with third party and member complaints.

#### **A2 Review & Approval Procedure**

This Policy is to be reviewed and approved by the Committee.

#### **B1 Responsibilities**

This Procedure shall apply to all members of the Royal Deeside Railway Preservation Society.

#### **C Code of Conduct Procedure**

##### **C1 Third Party Complaints**

Members of the Royal Deeside Railway Preservation Society must always be willing to take on complaints from third parties as this approach enhances the Royal Deeside Railway Preservation Societies reputation and can be used to improve service quality and satisfaction.

As far as possible members receiving a complaint should try to deal with the complaint and resolve it at the time. If the Complaint can be resolved the details should be recorded and passed to the Chairman of the Royal Deeside Railway Preservation Society.

**C2** If the complaint cannot be immediately resolved the complainant's name & address and contact phone number or email should be taken and they should be advised that they will receive a response within 10 Working Days (ie Two Weeks).

#### **D Members Conduct**

**D1** Any member attending activities organised by the Royal Deeside Railway Preservation Society or representing the Royal Deeside Railway Preservation Society who appear to be under the influence of alcohol or drugs shall be instructed by other members of the Royal Deeside Railway Preservation Society to leave location immediately. The member who has instructed them to leave will ensure that the Chairman of the Royal Deeside Railway Preservation Society is informed, and the committee will determine whether they should be suspended from attending or representing the Royal Deeside Railway Preservation Society pending an enquiry.

Any member attending activities organised by the Royal Deeside Railway Preservation Society or representing the Royal Deeside Railway Preservation Society who are unwell shall be assessed by the other members of the Royal Deeside Railway Preservation Society and instructed by other members of the Royal Deeside Railway Preservation Society to leave location immediately.

**D2** Any member attending activities organised by the Royal Deeside Railway Preservation Society or representing the Royal Deeside Railway Preservation Society shall:

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- Be appropriately attired and wearing Steel Toe Capped Boots and protective overalls if such planned activities require such
- Attend at the appropriate time and location as required by the Royal Deeside Railway Preservation Society
- Be polite and diligent in all dealings
- Be jointly responsible in ensuring that they and their fellow members are provided with a safe place of work, and if not undertake practical steps to ensure that this is achieved. If this is impossible, the work must cease until such a situation is restored.

**D3** Minor infringements of these requirements should be dealt with informally by the other members of the Royal Deeside Railway Preservation Society at the time.

Major infringements must be notified to the Chairman of the Royal Deeside Railway Preservation Society who will determine how they should be dealt and whether suspension from the Royal Deeside Railway Preservation Society is appropriate.

Repeated minor infringements which have not been resolved by informal advice will also be notified to the Chairman of the Royal Deeside Railway Preservation Society who will determine how they should be dealt and whether suspension from Royal Deeside Railway Preservation Society is appropriate.

**D4** Members attending for workshop/infrastructure activities will ensure they use appropriate PPE and comply with Risk Assessments and have regard for their own health and safety and that of other members of the Royal Deeside Railway Preservation Society.

Minor infringements of these requirements should be dealt with informally by the other members of the Royal Deeside Railway Preservation Society at the time.

Major infringements must be notified to the Chairman of the Royal Deeside Railway Preservation Society who will determine how they should be dealt and whether suspension from Royal Deeside Railway Preservation Society is appropriate.

Repeated minor infringements which have not been resolved by informal advice will also be notified to the Chairman of the Royal Deeside Railway Preservation Society who will determine how they should be dealt and whether suspension from Royal Deeside Railway Preservation Society is appropriate.

**E1** The Committee shall have the power to immediately withdraw the membership of any Society Member if in the reasonable opinion of the committee the actions of the member are considered inappropriate or detrimental to the good name of the Society. In such case the Secretary will notify the member in writing of the decision of the committee by 2<sup>nd</sup> class post within 7 working days.

**E2** The Society Member concerned shall be entitled to appeal against the decision to withdraw his membership by lodging in writing within seven working days to the Secretary. The committee will consider any appeal at the next meeting of the committee. In the event of such an appeal, the Society Member may ask for the grounds on which the Committee's decision was based to be stated in writing.

**E3** Any withdrawal of membership will take effect at the end of a period of notice of 14 days which shall commence from the despatch by 2<sup>nd</sup> class post of written notice of the decision of the Committee. If an appeal is lodged as above and it is not successful then the withdrawal of membership will be immediately effective upon notification in writing to the member of the committee's determination.

### **E** Review

This Procedure shall be reviewed every three years after approval or as arising circumstances dictate

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### F Attachments

This brief listing of Do's and Do Not's provides a level of basic guidance of what is acceptable and not acceptable. All members should strive to ensure that at all times they follow this guidance.

### Code of behaviour – ✓ DO's and ✗DO NOT's

- ✓ DO put this code into practice at all times;
- ✓ DO treat everyone with dignity and respect;
- ✓ DO set an example you would wish others to follow;
- ✓ DO treat all young people equally - show no favouritism;
- ✓ DO plan activities that involve more than one other person being present, or at least are within sight and hearing of others;
- ✓ DO encourage others to challenge any attitudes or behaviours they do not like;
- ✓ DO avoid being drawn into inappropriate attention seeking behaviour;
- ✓ DO follow the 'no alcohol and drugs' guidance;
- ✓ DO remember this code even at sensitive moments, eg: when responding/ investigating reports of bullying or abuse;
- ✓ DO keep other members of informed of where you are and what you are doing;
- ✓ DO remember someone else might misinterpret your actions, no matter how well-intentioned;
- ✓ DO take any allegations or concerns of abuse seriously and refer immediately;
- ✓ DO ask if you are not sure about any aspect of a job or activity you have been asked to perform;
- ✗DO NOT trivialise abuse;
- ✗DO NOT permit abusive peer activities, eg: initiation ceremonies, bullying;
- ✗DO NOT engage in inappropriate behaviour or contact - physical, verbal, sexual;
- ✗DO NOT make suggestive remarks or threats to a young person, even in fun;
- ✗DO NOT use inappropriate language - writing, phoning, email or internet;
- ✗DO NOT let allegations, suspicions, or concerns about abuse go unreported;
- ✗DO NOT damage property or equipment;
- ✗DO NOT allege that members of the society are inappropriate;
- ✗DO NOT misrepresent the society or engage in activities that are detrimental to the society;
- ✗DO NOT just rely on your good name to protect you;
- ✗DO NOT agree to undertake a job or activity for which you feel inadequately qualified or trained to perform.