

HEREFORDSHIRE GLIDING CLUB

CODE of CONDUCT, COMPLAINTS & APPEALS PROCEDURE

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CODE OF CONDUCT

1 CODE OF CONDUCT INTRODUCTION

Herefordshire Gliding Club ('the Club') believes that Club members, their guests and visitors to the Club are entitled to expect courtesy, consideration and to be able to operate within a culture of safety. The development and maintenance of such a safety culture relies on everyone being able to trust one another, and for each person to show consideration and to have a duty of care towards fellow participants. To this end, the Club Committee expects certain minimum standards of behaviour from Club members, their guests and all other visitors including visiting instructors, pilots and crew. These standards are outlined in this Code of Conduct. This includes a responsibility for all Club members, their guests and visitors, to bring to the attention of the Club any situation which they believe constitutes a breach of these standards or hazard to airfield users.

1.1 OUR COMMITMENT

HGC respects the rights, dignity and worth of every person involved in its activities. HGC is committed to ensuring its members enjoy gliding in an environment free from discrimination, intimidation, harassment and abuse. HGC believes that it is the responsibility of all of its members to challenge discriminatory behaviour and promote equality of opportunity.

1.2 STANDARDS OF BEHAVIOUR

Members of HGC are solely responsible for their conduct relating to HGC and the sport of gliding. Members **must** therefore:-

- Respect the rights, dignity and value of others;
- Be aware of how their actions may be perceived by others;
- Operate within the rules of the sport (BGA) and legal obligations including but not limited to ANOs.
- Treat facilities, Club members and visitors with respect and abide by any rules that may apply;
- Maintain high standards of personal behaviour at all times;
- Conduct themselves in a reasonable manner relating to offensive language and temperament;
- Refrain from any form of bullying or harassment of others. Harassment is any offensive conduct based on a person's race, sex, gender identity, national origin, colour, disability, age, sexual orientation, marital status, religion or any other status protected by law;
- Respect the decisions of Club officers, instructors and other officials, making all appeals through the appropriate formal process and respecting the final decision;
- Not condone, or allow to go unchallenged, any form of bullying, harassment or discrimination if witnessed;
- Refrain from the use of and involvement with illegal substances;
- Not act in an unlawful manner;
- Not encourage or pressure others into acting against this code.

CODE OF CONDUCT

1.3 HEALTH AND SAFETY

HGC is committed to encouraging members to take part, but the health, well-being and safety of each individual is always of paramount concern. Club members will therefore take all reasonable steps to ensure that all activities are safe and in line with HGC Standard Operating Procedures and with any additional safety instructions notified from time to time.

To support HGC, all members are expected to:

- Take reasonable care for their own health and safety and that of others who may be affected by what they do or not do;
- Co-operate with HGC on health and safety issues;
- Correctly use all equipment provided by HGC;
- Not interfere with or misuse anything provided for your health, safety or welfare;
- Ensure that they update the CFI with any relevant medical information;
- Notify the membership secretary of changes to emergency/personal contact details.

1.4 COMMUNICATIONS, INTERNET AND SOCIAL MEDIA

HGC wishes to promote the Club positively. It recognises that its publications, online, print and social media are important tools in recruiting new members, engaging with the gliding community, wider general public and potential benefactors. It is the responsibility of all HGC members to manage their personal on-line/social media presence responsibly. As such, all members are responsible for ensuring that they:

- Avoid hostile or harassing communications with regards HGC related matters;
- Refrain from comments about other members, clubs, visitors or HAC that may be perceived as offending their rights, dignity or values;
- Identify all copyrighted or borrowed material with citations and links. When publishing direct paraphrased quotes, thoughts, ideas, photos or videos, give credit to the original publisher or author.

1.5 BREACHES OF THE CODE OF CONDUCT

When a member is alleged to have breached the Code of Conduct, the matter will be investigated under the supervision of the Chairman in accordance with the Complaints and Disciplinary process. If the allegation involves the Chairman, then the Secretary will assume this role or nominate another suitable Committee member.

Any appeal against a decision must be made under the Appeals process, the Appeals process will only consider the evidence already presented and not conduct a new investigation.

1.6 WELFARE

Any member that has any concerns regarding their welfare or that of others involved in Club activities can discuss these in confidence with the Duty Instructor or appropriate Club committee member. The list of Club committee members is available via the committee minutes on the Club website.

COMPLAINTS AND DISCIPLINARY PROCEDURES

2 COMPLAINTS AND DISCIPLINARY PROCEDURES

HGC aims to bring all concerns about the running of the Club to a satisfactory conclusion for all the parties involved as soon as reasonably possible and in line with the published Rules and Regulations, Policies and Procedures of the Club.

2.1 FLYING MATTERS

All complaints concerning flying operations shall be dealt with by the Duty Instructor or the Chief Flying Instructor (CFI) or DCFI if the DI and CFI are involved.

- A member making a complaint relating to a flying matter shall initially refer the complaint to the DI on the day.
- If the matter cannot be satisfactorily resolved on the day by the duty instructor, or if the complaint is in relation to the DI, then the complaint shall be referred to CFI.
- The CFI¹ shall initiate investigations into any complaint of misconduct that is referred to them.
- The CFI shall inform HGC committee on the progress of the investigations.
- Records of all written complaints and of the investigations shall be kept confidential by HGC Secretary for 2 years.
- The CFI shall furnish the individual with details of the complaint made against them and afford them the opportunity to provide a response in writing or verbally. Any verbal response must be summarised in writing and agreed.
- Where it is established that an incident of misconduct has taken place, the CFI shall warn the member or notify the relevant parties of the findings and any sanction being imposed as appropriate. Any notification of sanction shall be made in writing, setting out the reasons. If the member is under 18 years of age the correspondence shall be addressed to the parents/guardians.
- The CFI may inform the instructing team and such others as are appropriate about the incident and steps taken as he considers appropriate.

2.2 NON-FLYING MATTERS

All matters relating to child abuse should be dealt with under the Club's Child Protection policy.

With regards all other non-flying matters where appropriate an attempt should be made to resolve the related matters immediately however, where this is not appropriate:

- A member making a complaint not relating to a flying matter shall refer the complaint to HGC Chairman. If the matter cannot be satisfactorily resolved on the

¹ CFI replaced by DI or DCFI as approved by the Club Chairman.

COMPLAINTS AND DISCIPLINARY PROCEDURES

day by the Chairman, or if the complaint is in relation to the Chairman, then Chairman will refer the matter to the Complaints & Disciplinary Committee;

- The Complaints & Disciplinary Committee shall be made up of three people (Committee Member or relevant subject matter expert as deemed appropriate) not related to the complaint in question;
- The complaints and disciplinary committee shall initiate investigations into any complaint of misconduct;
- The complaints and disciplinary committee shall inform HGC management committee on the progress and/or result of the investigations;
- Records of all complaints made in writing and of the investigations shall be kept confidential and retained by HGC Secretary for 2 years;
- The complaints and disciplinary committee shall furnish the individual concerned with details of the complaint that has being made against them and afford them the opportunity of providing a response verbally or in writing. Any verbal response must be summarised in writing and agreed;
- Where it is established that an incident of misconduct has taken place, the complaints and disciplinary committee shall notify both parties of their findings and any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age the correspondence shall be addressed to the parents/guardians;
- Breaches of lawful, regulatory, sporting body or other requirements should also be reported to the appropriate organisation;
- Any member whose membership is terminated will not be entitled to any refunds with regards to membership or hangarage paid for that membership year but any credit on a flying account will be refunded. If membership was based on a family membership the remaining entitled people would continue to be members of HGC. The terminated member would not be permitted to fly with HGC as a visitor, friends and family, reciprocal or any other method attempting to circumnavigate the termination of membership and the privileges of flying with the Club.

2.3 APPEALS

If, following HGC's Complaints and Disciplinary process, either party involved is unhappy with a decision, they have a right to appeal. The Appeals process is set out in HGC's Appeals Procedures.

APPEALS PROCEDURES

3 APPEALS PROCEDURES

To provide a fair and appropriate procedure for appeal in the event a Club member being unhappy with the outcome of the Complaints and Disciplinary Procedure.

3.1 PROCEDURE

In the event that a member is dissatisfied with a decision made under the Complaints and Disciplinary Procedure they shall notify the Chairman² in writing of the request to appeal within 7 days of the written communication of the decision to them.

Upon receipt of such notice the Chairman shall promptly appoint at his sole discretion an appeal committee consisting of not less than 2 current or former Chairmen, Vice Chairmen, CFIs or Deputy CFIs as he may consider appropriate.

The Appeal Committee shall deal with the Appeal as promptly as reasonably possible. They will consider the reasons given outcome of the Complaints and Disciplinary Procedure, the representations of the Appellant and such other evidence as they consider appropriate. The Appeal Committee is not required to conduct a new investigation.

In all other matters they will adopt the Complaints and Disciplinary Procedure and the other rules and policies applicable to the activity, the Club and its members.

The above policies were adopted at a meeting of the committee of the Herefordshire Gliding Club held on 6th April 2022

Signed on behalf of the Committee



Role of signatory

Secretary

² Or other nominated person if the Chairmn is compromised in this matter.