



Friends of Yeading Walk

Code of Conduct and Conflict Resolution Procedure

Introduction

The FoYW is a group of volunteers, sharing common aims in a friendly, cooperative manner. The group makes no claim at being an authority, members participate of their own volition. Committee proceedings should be kept straightforward and to the point.

Code of Conduct

1. The primary purpose of the Code of Conduct is to set out standards of behaviour expected from all members and volunteers to ensure trust and confidence and to promote positive working practices.
2. Members shall act professionally and courteously in all interactions with other members, volunteers, members of the public and official organisations.
3. Members and volunteers shall act, honestly, responsibly and with integrity at all times.
4. Members and volunteers shall treat others with dignity and respect. Aggressive and abusive behaviour and language will not be tolerated.
5. Members and volunteers shall strive for open communication and respect expression of differing views.
6. Use of the FoYW email, WhatsApp, social media and other forms of external communication associated with the FoYW group should not be used for personal contentious issues and criticism, nor should they use wording or actions that may undermine or discredit the FoYW group.
7. Problems or concerns should be raised in an appropriate manner and in line with the FoYW conflict resolution and complaints process.
8. Failure to abide by this code may result in exclusion from the FoYW group. Exclusion would also follow in case of fraud, physical attack, or criminal behaviour.



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Conflict Resolution

1. Any member or volunteer with a problem or complaint should first speak informally with the committee in a private meeting to share their concerns and seek a solution. A record of the meeting and discussion will be kept.
2. If a problem or complaint cannot be solved in an informal meeting the problem or complaint should then be submitted in writing with supporting evidence to the FoYW committee for consideration.
3. The Chair will acknowledge receipt of the complaint by email.
4. An appropriate committee member(s) will be asked to investigate the issues raised with all parties involved. An estimated timescale for a response will be provided by the investigating officer.
5. On completion of the investigation the investigating officer will write a summary conclusion and advise if the complaint has been upheld or not, along with any recommendations. The investigating officer's decision is final.

Date

Signed (Chair)