

Lowestoft Cruising Club

Code of Conduct

Overview and introduction

1. At the AGM of March 2018, members voted overwhelmingly for the introduction of a Code of Conduct for LCC members and visitors.
2. This code is not part of the rules or constitution of the club. It is for the guidance of members and should be read in conjunction with the rules and constitution.
3. Members, including management committee members and visitors, are expected to be guided by the principles outlined in this document.
4. LCC welcomes membership applications regardless of ethnicity, physical characteristics, religious beliefs, age, gender identity or sexual orientation. The club values the principles of equality between members.
5. If you are concerned about the behaviour of one or more club members you may, in the first instance, voice your concerns to the individual(s) concerned. If you are uncomfortable with this approach, you may prefer to talk to a member of the committee who will attempt to resolve the situation informally on your behalf. Members are entitled to raise a formal complaint through the LCC Complaints Process, details of which are in the Complaints Policy.

What members can expect:

6. All members have a right to their privacy, a right to be respected, and a right not to have to endure inconsiderate conduct.
7. As LCC members, we should treat each other as we would wish to be treated ourselves; with courtesy, respect, fairness, and integrity.
8. Members should be willing to help other members, and the club, in whatever capacity they are able. This may not necessarily be physical or manual work.
9. Abusive language, swearing, intimidation, bullying, offensive or aggressive behaviour is completely unacceptable and will not be tolerated.
10. Members should avoid any personal, financial or other interests that may compromise their ability to deal with other members in an even-handed and unbiassed way.
11. Management Committee members are expected to model the behaviours defined in this code. They occupy positions of responsibility and other members look up to them.
12. Parents or carers are responsible for their children's behaviour. All members should watch out for children's safety, especially when on the pontoon.
13. If RYA training sessions are held on club premises all instructors should be RYA-certificated and must abide by the RYA Code of Conduct for instructors. If working with children or adults at risk, such instructors must comply with RYA safeguarding requirements. As part of this they must be in possession of a recent Enhanced DBS check certificate and identification whilst on club premises. RYA documents are available at <http://www.rya.org.uk/Pages/Home.aspx>
14. Members who disproportionately use club resources should consider making an equitable good-will contribution to the club to help cover any additional costs. For example, members should not have to subsidise the disproportionate cost of power used by those living aboard for extended periods, or those using electrical utilities or mains heating extensively over the winter.

Differently-abled members

15. LCC takes the principles of equality seriously.
16. One reason that the club thrives is because members freely give of their time, expertise and effort to undertake improvements, maintenance work, and administration. All members are expected to make contributions to the club in this way. The alternative is that external contractors are employed with a consequent rise in costs and fees.
17. Members have a right not to be asked to undertake work that they cannot do safely.

18. Any member who feels that they are restricted in the type of work that they are able to undertake may approach, in confidence, a member of the committee who will undertake to make appropriate arrangements if necessary.

Protocols for all LCC meetings

19. The LCC Commodore has been elected by a democratic process, and part of that job is to chair meetings. Chairing a meeting effectively is not easy, and the Chair deserves the respect of members while in this role. Effective and purposeful meetings are necessary for an effective organisation, and certain protocols should be maintained.
20. All remarks, questions or responses should be addressed through the Chair, who controls the meeting. A member wishing to contribute should make this clear to the Chair by raising a hand rather than interrupting. All those who wish to contribute should be able to do so.
21. It is the Chair's responsibility to ensure that discussion flows smoothly, not permitting one or two people to dominate the meeting. Members should not talk over each other in meetings.
22. The Chair should ensure that meetings run to time. The Chair may close the discussion on a particular topic to achieve this if necessary.
23. Members should aim to reach a consensus. If this is not possible, the Chair is at liberty to ask that a vote is taken.
24. Crucially, in any meeting, all members should accept the majority decision even if they disagree with it. This corporate responsibility is fundamental to the democratic principles of the club.
25. Common courtesy is expected in all club meetings. This means keeping an open mind, listening to the opinions of others no matter how much you disagree with them, avoiding dominating the proceedings, and avoiding discourteous side conversations. Reasoned disagreement is a necessary part of a democratic club; open conflict in meetings is not.

Email Etiquette

26. Members should be familiar with the GDPR data protection regulations that came into effect on 25 May 2018. LCC has published guidance on this.
27. A few points on email use are worth noting;
28. Avoid bold, red, underlined and above all CAPITALS. They look like you are shouting.
29. Once sent, emails cannot be retrieved; think twice, click once.
30. Reply/CC/Bcc. Think carefully before pressing the 'reply all' button. You may be sending your email to 150-odd recipients. Even if it looks like you may be the only recipient, there may be many Blind Copies (bcc) – they may also get your reply.
31. When 'bcc' is used, this should be indicated at the bottom of any email you send.
32. Use bcc to protect email addresses if sending to multiple recipients.

Representing LCC

33. All members are ambassadors for the club. Any allegation of a member bringing the club into disrepute will be taken very seriously and may be investigated by the committee or delegated person(s).
34. Members are entitled to expect that when members represent the club at external events, for example meetings held on another club's premises, they conduct themselves with courtesy and with dignity.

Complaints Policy and Procedures

If you have an issue with a club member, Committee member or the Committee as a whole the following procedures are recommended.

An issue with a club member;

35. Pause and consider if the issue really warrants a complaint.
36. Discuss the issue with an independent club member with whom you feel happy to confide.
37. Have an informal chat with a Committee member.
38. If you wish to proceed, write to the Committee outlining the issue with the member in question (see Constitution 3.10).
39. Allow the Committee to take appropriate action in line with the Club's Constitution and Rules (in particular Constitution 3.8 & 3.9).

A problem with a Committee member;

40. Pause and consider if the issue really warrants a complaint.
41. Discuss the issue with a senior Committee member or flag officer.
42. If you wish to proceed, write to the Committee outlining the issue with the Committee member in question (see Constitution 3.10).
43. Allow the Committee to take appropriate action in line with the Club's Constitution and Rules (Constitution 3.8 & 3.9).
44. If you are not satisfied with the Committee's action you have two further options
 - a. Take the issue to independent mediation (see Constitution 10.2)
 - b. Call a Special General Meeting (see Constitution 7.11.)

A problem with the Committee;

45. Take the issue to independent mediation (see Constitution 10.2)
46. Call a Special General Meeting (see Constitution 7.11.)

It is important to distinguish between matters which may and may not be considered as complaints. The following are examples which might not be considered as appropriate to the complaints process;

- a. Simply disagreeing with a decision made within the normal protocols of the club, and that clearly lies within the scope of the rules or the operational remit of the committee.
- b. Disagreeing with the outcome of a vote undertaken by the proper process.
- c. Disagreeing with a mooring placement made by the Moorings Officer according to the guidance of the rules and license allowed to that post.

If you are not content with the final outcome it is suggested you consider whether to relinquish your club membership.

Verified by MC meeting date; 14 June 2018