



**THE SCHNAUZER CLUB
of NSW Inc.**

Code of Conduct

Members code of conduct - in person, via email and social media

- Treat everybody with respect, courtesy, fairness, and honesty.
- Promote a collaborative and harmonious environment.
- Act with due care and diligence and follow Club rules.
- Follow Facebook and website protocols.
- Compose and reply to emails, respectfully.
- Understand the guidelines and advice that underpin and support The SCNSW Inc.
- Uphold the values and good reputation of the Club.
- Avoid delay in advising the Club if you are unable to fulfil any duties for which you are responsible.
- Avoid conflicts, report conflicts that cannot be avoided and cooperate in conflict management.
- Support, help, offer advice and mentorship to Office-Bearers, new members and each other.
- Only use official information for the Club-related purpose for which it was intended.
- Only use a position and/or resources for legitimate purpose.



**THE SCHNAUZER CLUB
of NSW Inc.**

Complaints Policy

For members

A member who is unhappy with the conduct of another member may report this to the Secretary, The SCNSW Inc., in writing.

The Secretary's details can be found on the Club website at www.schnauzerclubnsw.org.au

- The Secretary will contact the member to acknowledge that the complaint has been received and inform the President, who will discuss the complaint with the Office-Bearers, as relevant.
- The President may call a meeting with the Vice-President/s, the Office-Bearers or a whole Committee meeting as necessary, to discuss the complaint and decide on a response and/or resolution.
- The Secretary will keep a record of the process and resolution and communicate the response and/or resolution as needed.
- In the event of persistent inappropriate conduct or a single incident of unlawful behaviour, unlawful discrimination or acting in a manner prejudicial to the interests of the Club, the Committee will meet and may, by simple majority, vote to impose a suspension of up to 3 months on a member.
- Suspensions longer than 3 months or expulsion will invoke the constitutional process.
- If the complaint is between members of the Committee, the Secretary will directly inform the President who will decide on appropriate action. If the complaint is about the President, the Secretary will inform the Vice-President/s who will decide on appropriate action.
- A register of complaints, complainants and resolution/response processes will be kept by the Secretary and reviewed periodically by the President and Vice-President/s.



Appendices for the Code of Conduct and Complaints Policy

Appendix A - Some examples of inappropriate conduct

- bullying
- name calling and other negative comments
- negative comments about members' work
- not recognising all members as equals
- undermining members in Committee positions
- deliberate exclusion of a member or members
- passing on emails inappropriately, including, but not limited to, emails with negative comments about others
- using email addresses of members for non-official purposes
- deleting or controlling Facebook posts without following due process
- inappropriate or negative Facebook posts
- angry or rude outbursts
- verbal threats or swearing
- physical threats or physical contact
- harassment and/or intimidation of members to provide information
- failure to act and inform the Committee of being unable to fulfil required duties
- defame or influence members for personal gain.

Appendix B - Definition of bullying

Bullying is behaviour deliberately repeated over time that causes physical, social and/or psychological harm. It can have immediate and long-term effects on those involved, including bystanders. Bullying can happen in person, by phone or text, via email or online.

Appendix C Register of complaints content kept by the Secretary.

Complaint / report of inappropriate or unlawful conduct

- Name of complainant
- Brief description of process followed and resolution
- Relevant dates.

Appendix D - Defamation definition

Defamation is broadly defined as a statement that tends to diminish an individual's reputation in the estimate of others. Defamation laws typically allow an individual or organisation to claim some redress for a statement found to be defamatory.

The SCNSW Inc. believes in the right of everyone to their own opinion.

However, when disclosing or posting on social media to members or other individuals, that you are dissatisfied with the work or dealings of an individual, the Club or any other organisation, do not name them.

Potentially defamatory statements on the SCNSW Inc. electronic media sites are not permitted and will be removed by the Club's administrators.

Appendix E - Committee considerations for complaint resolution processes.

All communications regarding complaints (written or otherwise) are confidential to the Committee and the sender of the communication/s.

Considerations for the Committee include, but are not restricted to:

Possible resolutions/actions in response to a complaint are:

(Aligned to the *Associations Incorporation Regulations 2022*)

- The President or President and Vice-President/s meet with the complainant to discuss their complaint/s and attempt to reach a resolution. A resolution is reached.
- The Office-Bearers meet to consider a possible response to a complaint.
- The Committee is asked to meet to discuss further resolutions/responses if initial attempts to reach a resolution have not succeeded.
- The Committee may refuse to deal with a complaint if the Committee considers the complaint is trivial or vexatious. (This could be upon initial receipt of the complaint or at another stage of the resolution process).

The Committee may consider these actions:

- Not proceeding with a complaint and informing the complainant of the reason/s.
- Deciding on a final resolution after considering all perspectives and informing the complainant of this and why.
- Leaving a complaint unresolved in the complaints register and informing the complainant why.
- Seeking legal support on how to inform the complainant of a resolution or that the complaint is considered closed.
- A short suspension of up to 3 months as per the Code of Conduct referenced in the Club's constitution.
- For a short suspension to occur, a full Committee meeting must be held so the matter can be discussed and voted on. It requires a simple majority vote.
- Where the complainant has also informed DOGS NSW of their complaint, the Committee may consider informing DOGS NSW of the complaint outcome.



Appendix E continued - Committee considerations for complaint resolution processes.

The Committee will consider making an application to the Community Justice Centre for mediation after 3 months of an internal dispute between 2 members or between a member and the Club. Due to the length of time that an application takes, this will be considered only if the Committee considers that:

- the complaint is not considered vexatious and/or trivial; and
- the complainant/s have shown good faith in the Club's complaint process by attending a meeting with the President and Vice-President/s (or other members of the Committee) as requested to discuss the complaint/s with the aim of reaching a resolution.

If one or both sides in a dispute have not shown any intent to reach a resolution as per processes listed above, the Club will inform the members in the dispute of their rights to apply to the Community Justice Centre for mediation.

NB: Any subsequent updates to Appendix E must be made pursuant to the Community Justice Centres Act and the *Associations Incorporation Regulations 2022*.