

# Code of conduct

## **CODE OF CONDUCT FOR SERVICE CHARGE CONSULTATION GROUP**

### **Introduction**

Everyone who has volunteered to be part of the working group is welcome to attend the group meetings but to make it easier and more enjoyable for all we would ask that you follow a few simple rules!

### **How the meeting is conducted**

- Meetings must start at the stated time.
- The Chair should welcome all to the meeting.
- Speakers should raise a hand to speak and go through the Chair.
- Speakers must keep to the subject being discussed.
- Each person may speak only once on an issue until others wishing to speak have had an opportunity for doing so.
- Only one person must speak at a time.
- The meeting will have a stated end time and generally each agenda item should be allocated an amount of time for discussion.
- Wherever possible jargon should be avoided. If used, then a full explanation should be given.
- Urgent items under 'Any Other Business' should be notified to the chair before the meeting and will be discussed at the Chair's discretion.

### **Conduct of Attendees**

- Late arrivals should enter quietly and not disrupt the meeting with apologies.
- Unless by prior agreement all mobile phones should be switched to 'silent' during the meeting.
- Attendees should respect all individual residents' confidentiality, whether present or not and refrain from mentioning specific individual cases which may cause embarrassment or identification of an individual.
- Attendees should disclose any interest, whether personal or on behalf of any group they represent, that they consider may affect or influence their approach to a matter under discussion.
- Attendees may be affiliated to/or are members of a political party but they may not represent a political party in their role as attendee.
- Attendees must conduct themselves in a reasonable manner at all times and not use offensive or discriminatory language.
- Attendees should listen to each other and allow each other the opportunity to speak and comment, whilst accepting their views even if they differ from your own.
- Attendees should remember that the purpose of the meeting is to benefit residents generally and not specific individuals.
- Attendees should ensure that individual issues are brought up outside the meeting using the appropriate channels.
- Attendees should attend the meeting as an individual and not enter into correspondence in the name of the group without the agreement of the Chair.

**What will happen if these ground rules are not observed**

- If things are getting heated a five-minute time out can be called for at the discretion of the Chair.
- If anyone attending the meeting does not abide by the ground rules, the Chair may warn that if they break the code again, they may be asked to leave the meeting.
- If the attendee continues to ignore the code, then the Chair may ask the group to vote on whether the attendee should be asked to leave.