

# Clyde Valley Housing Association

## Customer Panel

### Code of Conduct

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This Code of Conduct provides a set of guidelines that members of the Customer Panel must abide by in order to carry out their duties.

#### 1. Confidentiality

- Members must respect the confidentiality of Clyde Valley Housing Association customers, staff and the organisation and any data provided by the organisation
- The business of the customer panel may involve members of groups dealing with issues that may be sensitive and controversial or of an individual basis. Members must exercise discretion and care in performing their duties and responsibilities

#### 2. Discrimination

- Discriminatory language will not be used
- All those who attend meetings, forums, discussions or tenant participation events have the right to participate and be treated with respect regardless of their age, disability, gender, race, religion or belief, sexual orientation, gender identity or any other matter which causes people to be treated with injustice

#### 3. Terms of Reference

- All members should familiarise themselves with the Customer Panel Terms of Reference

#### 4. Conflict of Interest

- Individual members should disclose any interest, whether personal or on behalf of any group they represent, that they consider may affect their approach to the matter under discussion
- Members should not use their position within the Customer Panel to obtain any financial gain or advantage

#### 5. Conduct

All members must:

- Show respect and be courteous to each other and support and assist other members in seeking the best possible solutions to problems being discussed

- Show respect and be courteous to Clyde Valley Housing Association staff and Board members
- Allow each other the opportunity to speak and comment
- Follow the guidance of the Chair in the conduct of the meetings
- Raise questions during meetings through the Chair
- Follow the agenda at meetings and help each other reach effective decisions
- Remember that the purpose of the Customer Panel is to customers and members of the community generally and not specific individuals
- Bear in mind the rights of individual customers and the duties of staff when proposing solutions to problems
- Not to speak or write on behalf of the Customer Panel without the prior agreement of the panel
- Any correspondence sent on behalf of the Customer Panel should be made available to all members of Customer Panel
- Make any requests for reports, data and information through the Chair of Customer Panel who will relay requests to the Clyde Valley Housing Association Director of Operations
- Persons appearing under the influence of alcohol or illegal drugs or causing disruption will be asked to leave the meeting and have their membership terminated (see Breach of Code of Conduct below)
- If at a meeting any member, in the opinion of the Chair, persistently disregards a ruling of the Chair or behaves irregularly, improperly or offensively, or obstructs the conduct of business, they will be asked to leave the meeting

## **6. Attendance**

- Members of the Customer Panel should make every effort to attend meetings and to send apologies in advance of the meeting if they are unable to attend

## **7. Political affiliation and religious groups**

- Individual members may be affiliated to /or be members of a political party or religious organisation but they may not represent a political party or religious organisation in their role as a member of the Customer Panel

**8. Breach of Code of Conduct**

- If a member of the Customer Panel does not abide by the Code of Conduct, the Chair has the right to ask that they leave the meeting. If the breach is deemed serious enough their membership may be terminate
  - If a member of the Customer Panel continues to ignore the code, at subsequent meetings, then the Chair will ask the Customer Panel to vote on whether their membership should be terminated
  - If a member of the Customer Panel feels that the Chair has breached the Code of Conduct, they may ask the Customer Panel to vote on whether the Chair should be asked to leave the meeting. If the majority of the membership is dissatisfied with the performance of the Chair they may vote to remove the member from the Chairing rota or have their membership of the Customer Panel terminated.
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Print Name: .....

Signature: .....

Date: .....