



CLYDE VALLEY
GROUP

CVHA Customer Panel Code of Conduct

Reviewed August 2022

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.

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

Equality, Diversity & Inclusion (EDI)

- CVG is committed to promoting an inclusive environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.
- We will help ensure fair treatment for all members of our community regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age.
- As per our EDI Policy we require all of our customers, employees, visitors, contractors and Board to treat each other fairly and do not subject each other to discrimination, victimisation, harassment or any other prohibited conduct under the Equality Act 2010.

Terms of Reference

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

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

Conduct

All Members must:

- Show respect and be courteous to each other and support and assist other members
- 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
- Follow the agenda/work plan 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 CVHA staff who will relay requests to the Clyde Valley Housing Association Director of Customer Services
- Persons appearing under the influence of alcohol or illegal drugs or causing disruption will be asked to leave the meeting and potentially asked to step down from being involved with the Panel (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

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

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

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 they may be asked to step down as a member of the Customer Panel
- 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 the individual should step down as a Member of the Customer Panel

- If a member of the Customer Panel feels that the Chair has breached the Code of Conduct, they may ask the Customer Panel group to vote on whether the Chair should be asked to leave the meeting. In the event of a serious breach the Chair may be asked to step down from any involvement in the Customer Panel
- If the majority of the Customer Panel is dissatisfied with the performance of the Chair they may vote to remove the member from the Chairing rota

Print Name:

Signature:

Date: