

LEISURE DIRECT
Charity Number 1050948

CODE OF CONDUCT FOR MEMBERS

Leisure Direct provides a lot of leisure activities. In return for doing this we ask members and their carers:

- To make sure suitable transport arrangements are made to set down and pick-up before and after activities at the correct times.
- To let us know when you are unable to come to activities when booked.
- To pay for activities in advance (refunds are only given under special circumstances – see Refund Policy on the Activities procedure).
- To treat all people with respect and behave in a manner appropriate to the activity
- To not behave in an aggressive way - we will not allow aggressive behaviour or any form of bullying (such as pushing, hitting, punching or kicking, swearing or spitting).
- To follow all instructions regarding Health and Safety

If you have a complaint about Leisure Direct, we have a Complaints Procedure LD001. A copy will be sent to you if you require one. Complaints should be made in the first instance to the Leisure Organiser with a copy to the Chair.

If you do not obey the Code of Conduct we will implement the formal warning procedure:

All warnings will be recorded on a Verbal/Written Warning Record Form (LD011 Appendix 1)

- **Verbal Warning:** The Leisure Organiser or a volunteer will tell a member once or twice that their behaviour is not acceptable. All verbal warnings will be recorded and will remain current for a period of one year
- **Written Warning:** For repeated bad behaviour the member will receive a warning letter. **Please note** that for behaviour which could be dangerous to the safe running of Leisure Direct and its members and volunteers - a written warning may be given immediately without a verbal warning.
- **Written warnings will stay effective for a period of one year.** Any reoccurrence of unacceptable behaviour will be taken to the Executive Committee for investigation of possible suspension or termination of membership.
- **Suspension/Termination of Membership.** This action may be taken if the member continues to behave badly despite verbal and written warnings or if the behaviour actually harms a member or volunteer or is likely to harm another member or volunteer. In very serious cases the Leisure Direct Executive Committee reserves the right to suspend or terminate membership without verbal or written warnings being given. This means that the member may not be allowed to continue being a member of Leisure Direct. A member has the right to address the Executive Committee in person or in writing, with or without an advocate. The Executive Committee will review any application by a person whose previous membership has been suspended or terminated.