Scottish Gliding Centre

1. Code of Conduct

The Scottish Gliding Centre ("the Club") is fully committed to safeguarding the wellbeing of its members, visitors and staff.

Everyone in the Club should show respect and understanding for the rights, safety and welfare of others at all times, and behave in a way that supports a cooperative and friendly environment.

This Code applies when members, volunteers, employees, directors, instructors, contractors, visiting pilots, guests and other visitors who participate in Club activities or act on the Club's behalf. It also covers communications connected with Club activities, including online communications. Where a person holds more than one role, the procedure used will reflect the capacity in which the matter arose and any other responsibilities affected.

All members and staff must comply with a code of conduct which reflects these principles as follows: -

- Club members, their guests, staff and visitors to the club are entitled to be treated with courtesy, consideration and respect and to be able to operate within a culture of safety.
- The development and maintenance of such a safety culture relies on everyone being able to trust one another, and for each person to show consideration and to have a duty of care for fellow participants.
- To this end, the Club Management expects certain minimum standards of behaviour from Club members, their guests, staff and visitors to the Club.
- This includes a responsibility for all Club members, their guests, staff and visitors, to bring to the attention of any Club official any situation which is believed to constitute a hazard, so that adequate mitigation can be applied, or risk of exposure to the hazard can be removed. Open communication is essential, and we encourage any member who has concerns about standards of any other member's flying, or operation of the airfield, to voice that concern. It does not matter if the other party is a more experienced pilot, an instructor, or a senior instructor. There are occasions on which even the best pilots will have lapses in their standards of flying, and giving them objective feedback on those lapses keeps safety standards high. If someone gives you such feedback, do not become defensive or aggressive. The other members have your best interests at heart.
- Please bring a tolerant approach to your membership. Please be aware of the impact your behaviour is having on your fellow members and be prepared to moderate your behaviour.
- No one should act in a negative or destructive manner towards the Club, its members, or Club property. This does not preclude fair and reasonable comment, appropriately and fairly expressed. Use of any social media platform for the dissemination of negative, destructive or aggressive comment or action will always be deemed highly inappropriate and will result in disciplinary procedures being taken.

We strive to create an inclusive, positive environment for all. Examples of behaviour which contributes to such an environment include:

- Using welcoming and inclusive language
- Being respectful of different viewpoints and experiences
- Gracefully accepting constructive criticism
- Showing empathy towards others

The following are examples of behaviour that the Club would consider undesirable and unacceptable:

- **Aggression and Violence** – this includes abusive language, threats or assaults.
- **Bullying** – this means using power, strength or authority to intimidate others and includes persistent ridiculing, "sending to Coventry" or spiteful gossip - making participation in the Club activities disagreeable or impossible.
- **Harassment** – this means any behaviour or conduct which is inappropriate or unsolicited, unwanted or unacceptable to the recipient making them feel upset, embarrassed, offended, isolated, threatened or

humiliated based on their race, religion, gender or sexual orientation, disability or age.

- **Reckless or malevolent behaviour** – including any such acts whilst driving on the Club's premises or whilst flying. Encouraging others to engage in unsafe or reckless behaviour.
- **Conflicts of interest** – Failure to declare an interest at the earliest opportunity when attempting to influence the Club's affairs.

Further advice, specifically on care of visitors and passengers, is available in the Airfield Manual.

2. Complaint Investigations

Complaints about abusive, harassing or otherwise unacceptable behaviour may be made by any person including an employee, member, visiting guests, other associated Club members, and members of the public.

Any complaints should be made in the first instance to any member of the Club's Board of Directors within 3 days of the matter giving rise to the complaint occurring. This must then be followed up in writing or by email with full details of the complaint as soon as reasonably practicable.

All complaints will be taken seriously and assessed promptly, fairly and impartially. They will be investigated and/or referred to the appropriate procedure or authority, as necessary.

Complaints will be handled sensitively and confidentially, with information shared only where necessary to deal with the matter fairly or meet legal obligations. Confidentiality will continue after the matter has concluded. Complete anonymity cannot be guaranteed. Where a complainant's identity needs to be disclosed we will, wherever practicable, explain this to them beforehand and discuss any concerns.

The person who is the subject of the complaint will be provided, at the appropriate stage, with sufficient details of the allegations and relevant evidence to understand and respond to them and will have a reasonable opportunity to do so before a decision is made.

Once received, the Chair or Vice Chair will consider the nature and seriousness of the complaint, and will then take the following actions;

a) If the Chair or Vice Chair decides the matter is of a minor nature, the Chair or Vice Chair will discuss the complaint with the person(s) involved and deal with the complaint by either dismissing the complaint or dealing with it by way of a verbal warning (which will be noted in the Club records) whereupon the matter will be closed;

b) If the Chair or Vice Chair decides the matter is of a minor nature, but the person involved has already received a verbal warning in respect of a complaint, then the Chair or Vice Chair will discuss the complaint with the person(s) involved and either dismiss the complaint or deal with it by way of a written warning (which will be noted in the Club records) whereupon the matter will be closed;

c) If the Chair or Vice Chair decides the matter is **not** of a sufficiently minor nature to be dealt with by way of a verbal or written warning or the person involved has already received a written warning in respect of a complaint, the Chair or Vice Chair will carry out a preliminary investigation and gather all the facts of the complaint as are reasonably available within fourteen days from the receipt of the written notice of the complaint referred to above. This may include speaking to the accused person and getting a written report from that person. The matter will then be referred to the Complaints Committee in accordance with paragraph 3 unless the Chair considers the complaint is sufficiently serious to be immediately referred to the Complaints Committee to investigate and deal with.

The Chair will be responsible for keeping all parties involved informed about the complaints process.

3. Complaints Committee

The Board will appoint a Complaints Committee to oversee the complaints procedure set out above fairly and impartially. The Committee will conduct investigations and hearings, impose penalties within the guidelines set out below, and hear appeals as may be deemed necessary.

The Committee will be made up of:

- A member of the Board
- Two full members appointed by the Board.

4. Complaints Committee Functions

The Complaints Committee will meet on an as-required basis to perform the following functions:

- Review complaints information notices in relation to minor offences and ensure consistency in application;
- Consider all non-minor complaints and appeals to a minor complaint penalty;
- Where necessary, hold investigations, including a hearing into the complaint or appeal
- Notice of any hearing of the Complaints Committee shall be given, in the case of a complaint, to the person or persons the subject of the complaint and the complainant; and in the case of an appeal, to the persons affected by the appeal and the appellant.
- The notice will specify the date, time and place of any hearing and will be accompanied by copies of all material relevant to the complaint. The notice will also specify if the hearing is to be attended by written submissions or whether the parties are required to attend in person, with the opportunity to have representation attend also. Hearings will be in private with only the accused and their representative and the Complaints Committee.
- No formal legal representative or counsel shall be entitled to attend, provided that the Complaints Committee may receive such legal advice as it deems necessary.
- Any participant in the hearing will advise if a conflict of interest could be lodged by any party.

5. Complaints Committee Decisions and Penalties:

If the Complaints Committee upholds a complaint, it will aim to issue its decision in writing within 5 days, stating the reasons for its decision and any penalty imposed. Depending on the seriousness of the offence, the penalties may include temporary suspension of membership or expulsion.

The Complaints Committee is expected to deal severely with proven cases of serious misconduct. Where the conduct may constitute a criminal offence, the matter should be referred immediately to the Police.

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