



DRAFT Code of Conduct Implementation Process

Following Step 4B from Management of Complaint Process:


Step 1: Two delegates from the **Complaints Resolution** team contact the member whom complaint is made against and discuss member's actions in accordance with the Code of Conduct. Member is encouraged to have a support person with them. Communication is documented in Breach of Code of Conduct Records Book. Verbal and written warning given to member.



Step 2: If a second breach of Code of Conduct occurs, then two delegates from **Complaints Resolution** team contact the member and discuss their actions. Member is encouraged to have a support person with them. The member must perform 5 hours of community work as allocated and organised by the Communication team. This community work must be undertaken within 30 days of written issue. Documentation of communication and actions to be recorded in the Breach of Code of Conduct Records Book.



Step 3: If a third breach of Code of Conduct occurs, then two delegates from **Complaints Resolution** team will contact the member and discuss their actions. Member is encouraged to have a support person with them. A fine of \$100 will be issued. This fine must be paid in full within 30 days of written issue. Documentation of communication and fine to be recorded in Breach of Code of Conduct Records Book. Co-operative members will be informed of this at next



Step 4: Any subsequent breach of the Code of Conduct will be raised at a Community meeting whereby the member must attend. Community members will discuss the repetitive behaviour and consider expulsion as member under Rule 47. **All co-operative membership must cast a vote in the decision to expel another member with two-thirds majority rule. (to be proposed at GM as a by-law). ***

***Any breach of the Code of Conduct that results in direct injury to a person shall be immediately directed to Step 4.**

Recording the breaches of Code of Conduct will provide a history, allowing the community to identify details of repeat breaches i.e. Rule, By-Law, policy, conduct detrimental to the co-operative. These records will be active for a period of 12 months.

A support person may offer physical and emotional assistance to the member, but they cannot advocate on the members behalf. The support person can assist the member to understand what is being said, ask for a break if the member is upset. The member may choose not to have a support person, attend the meeting with them. This must be noted in the notes of the meeting including the reason for not bringing a support person.