



**Brighton and Hove Community Housing CIC**

**REGULATIONS & POLICY**

FOR

**COMPLAINTS**

**&**

**CONDUCT**

<https://www.bhchousing.org.uk>

Community Interest Company Registration Number 09630201

## **COMPLAINTS**

### **1. Receiving Complaints**

- 1.1 Directors may receive complaints or reports about people or organisations in connection with the Company's affairs.

### **2. Making a Complaint**

- 2.1. Complaints should be sent by email to [accounts@bhchousing.org.uk](mailto:accounts@bhchousing.org.uk).

- 2.2 To aid data protection, we strongly advise:

- a. 'COMPLAINT' should be written at the start of the subject line.
- b. Provide the complaint as a PDF attached to the email.

### **3. Addressing and Not Displacing a Problem**

- 3.1 BHCH recognises many factors may cause negative actions and, where possible, education, intervention, support and suspension will be favoured over expulsion. The focus will be on remedy and prevention, not punishment.

### **4. Findings**

- 4.1 Findings must be considered on the facts, context, causes, intensions, and other pertinent aspects.

### **5. Appropriate Action**

- 5.1 Responsive action must be based on severity, understanding, causes, history, safety, harm and other pertinent factors.
- 5.2 Measures may include the suspension of any or all of a Member's rights for a period of time.
- 5.3 If Members act counter to BHC Housing's Objects, as per the Articles of Association (constitution), and the Member's position is not reconcilable with the Objects, then only termination of Membership is available as a remedy.
- 5.4 Terminating a Member's Membership is a remedy available where education and support fails or is in appropriate. A period of time may be set before a person or organisation may be allowed to request a review of the expulsion.

### **6. External Bodies and Affairs**

- 6.1 Complaints not connected to the Company's affairs, or those persons whilst participating in or engaging in the Company's affairs, will be deemed outside of the Company's jurisdiction unless a safety matter, and a legal remedy should be sought with the appropriate authority or body.
- 6.2 Some complaints are the legal responsibility of an external legal body to investigate, and not for the Company. The Company will respond appropriately to the outcome of a body's investigation's findings and further action.
- 6.3 If information is shared with the Company, the Company may be compelled by law to report the complaint to the appropriate legal authority without permission from the complainant.
- 7. Public**
- 7.1 If a complainant or an accused publicises a complaint or criticism against the Company, its workers or Members, the Directors may make public any corrections with regards to facts or context.

## **CONDUCT**

### **8. Code of Conduct**

- 8.1 In relation to the Company's affairs and engagees, the Company's engagees must not:
- be inaccurate
  - misrepresent
  - portray out-of-context
  - make false allegations
  - lie
  - slander
  - libel
  - defraud
  - thieve
  - vandalise
  - spy
  - access or read unauthorised files and data
  - provide official communications without authorisation
  - physically or verbally abuse
  - otherwise harm the Company, its Purpose or its engagees
  - harmfully discriminate, especially on the basis of:
    - biological sex
    - race
    - sexuality

- religion or none
- gender identity
- lifestyle
- disability
- employment
- poverty
- working class
- age
- physical and mental characteristics

## **9. Guidance**

### **9.1 Negatives:**

- Don't attack, insult or be mean in anyway
- Don't negatively talk about a person
- Don't tell a person they are wrong
- Don't criticise a person
- Don't shout, argue or be defensive
- Don't allege malice where none is intended

### **9.2 The follow actions are encouraged:**

- Do discuss actions or ideas
- Do offer suggestions
- Do be positive
- Do highlight agreement
- Do be kind
- Do ask questions
- Do listen
- Do be constructive
- Do be helpful
- Do be patient
- Do have an open mind
- Do think before communicating or acting
- Do explain and be clear
- Do highlight inaccuracies or errors
- Do explain difficulties or challenges
- Do focus on substance and not tone

**COMPANY**

## **10. Reference to Individual People**

10.1 The Company's officers, when referring to individuals, shall only refer to people by their name, relevant position in the Company, or otherwise in an ungendered manner.