

Membership & User Agreement



The nature of the parent carer forum role means that we will use feedback given to us through several channels, such as verbally, in writing, through social media, polls, surveys and other feedback collection sources. We use this to give anonymised, group feedback.

This agreement outlines the conduct expected of all members and users through all channels, including parent carers, volunteers, parent representatives and the Management Team of SPCF.

Availability

The Trustees, as well as other members of the SPCF team, all have children with additional/special needs and/or disabilities and many of us also have employment obligations. We operate between 9:00am and 3:00pm weekdays, during term time only. Individual staff hours may vary due to caring commitments.

Wellbeing

The Care Act 2014 cites “Wellbeing”, in relation to an individual, means that individual’s wellbeing so far as relating to any of the following:

- (a) personal dignity (including treatment of the individual with respect);
- (b) physical and mental health and emotional well-being;
- (c) protection from abuse and neglect;
- (d) control by the individual over day-to-day life (including over care and support, or support, provided to the individual and the way in which it is provided);
- (e) participation in work, education, training or recreation;
- (f) social and economic well-being;
- (g) domestic, family and personal relationships;
- (h) suitability of living accommodation;
- (i) the individual’s contribution to society

Suffolk Parent Carer Forum is dedicated to ensuring that all members and users, volunteers, experts by experience and the Trustee's wellbeing is a priority. Should a member or user, of any kind, compromise the wellbeing of another, they would be subject to removal. The Management Teams decision will be final.

Conduct

We encourage a climate of openness and dialogue through which the opinions and free expression of concerns are welcomed as a helpful contribution to the culture of the organisation. However, we will not tolerate harassment, abuse or constant challenge from a member or user.

Members and users also need to be respectful of others lived experience. Other member’s and users views and experiences may be different, this does not mean that they are wrong. We will not allow members or users to be negatively challenged because they do not express the same opinion.

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First Instance

A member or user will be contacted by the Management Committee if it is felt they have not adhered to this agreement. They will be given an opportunity at this point to rescind their comments/actions.

If a member or user repeatedly and/or persistently breaks the rules within this agreement, they will be subject to removal.

Removal of a Registered Member

A member is removed from membership by a resolution of the Trustees, that it is in the best interests of the organisation that his or her membership is terminated. During which time use of the SPCF social media pages will be suspended.

A resolution to remove a member from membership may only be passed if:

(4.a) the member has been given at least twenty-one days' notice in writing of the meeting of the Trustees at which the resolution will be proposed and the reasons why it is to be proposed;

(4.b) the member has been allowed to make representations to the meeting. In the event of the conduct being classed as severe or threatening, the membership would be suspended whilst the 21 days' notice is in effect.

Last Reviewed: December 2024

Next Review: November 2025