

GLAZIERS CODE OF CONDUCT

Members of the Livery Company and their guests are expected to “be of good carriage and civil behaviour”, to dress and behave in accordance with long established traditions. Freeman, Liverymen and Officers of the Worshipful Company promise to adhere to high standards of conduct when they are admitted and any member who breaks that promise may be expelled from membership of the Company, if their conduct is seriously below the expected standard.

Therefore, the Company does not tolerate discriminatory, bullying, harassment or disrespectful or offensive behaviour by Members or their guests to each other, staff of the Company or of GHIL, guests or visitors at The Hall or at any Company event or activity. Members are generally responsible for their guests’ behaviour and for helping to uphold the reputation of the Company and the wider City Livery movement. Members should support the Company in its aim to offer a respectful, welcoming and inclusive environment.

PROCEDURE IN THE EVENT OF A COMPLAINT

A complaint against a member of the Company or a Guest may be made by any individual, including by the Master or by a Member of the Court, on the grounds of unacceptable behaviour.

Stage 1: Raising a concern

1. In the first instance any person having concerns about the conduct of a Member of the Company (or of another person) ought to raise the matter informally with the Master or the Clerk (who will bring it to the attention of the Master). The Master may (and shall, in the case of a concern against the Master personally) delegate a Past Master to review the concern in place of the Master.
2. The concern shall be considered by the Master who shall first attempt to resolve the concern informally. The Master will invite a response from the person against whom the concern is made and will consider how best to deal with the issue raised. The Master may, for example, resolve the matter informally or may initiate a conciliation or mediation process.
3. If the concern that has been raised cannot be resolved informally, a formal complaint may be made against a Member of the Company. A complaint against a person who is not a Member of the Company cannot be dealt with by the Company itself (but may be the subject of other proceedings).

Stage 2: Making a complaint

4. Any formal complaint against a Member of the Company shall comply with the following requirements. The complaint shall be submitted to the Clerk and/or the Master and shall include the following:
 - a) a signed and dated written complaint; and
 - b) details of the conduct complained of, expressed concisely; and
 - c) any necessary supporting documentation to evidence the allegation made.
5. A member who is the subject of a complaint may resign from the Company, in which case this complaint procedure shall be at an end (although the person complained against may be the subject of other proceedings).

Stage 3: Reference to the Nominations & Advisory Committee

6. Any formal complaint shall be referred to the Nominations & Advisory Committee, without comment or delay, for consideration. Any decision of the Committee may be made by simple majority and the Chair of the Committee shall have a casting vote, if necessary.
7. If the Nominations & Advisory Committee consider that the complaint is vexatious, frivolous or trivial, they shall take no further action, giving their reason in writing. There will be no appeal against such a decision.
8. If the Nominations & Advisory Committee consider that the complaint has been validly made, they may seek further clarification in person or in writing from the complainant and/or the person complained against. The procedure to be followed shall be at the discretion of the Committee, subject to their applying rules of natural justice, determining whether allegations have been proved on the balance of probability and allowing a right of final reply to the person complained against.
9. Having completed their deliberations, the Nominations & Advisory Committee shall make one of the following determinations:
 - (a) that the complaint has not been validly made; or
 - (b) that no further action need be taken; or
 - (c) that a temporary or limited sanction, or a sanction appropriate to someone who is not a member of the Company, be imposed, or
 - (d) that one or more members of the Company should be invited to resign, to enable the life of the Company to be more harmonious.
10. The Nominations & Advisory Committee may attach advice or conditions to their decision (for example in relation to future conduct). The NAC shall inform the Clerk's office of the decision.
11. In the event that a member is invited to resign but does not do so, the Nominations & Advisory Committee may refer the matter to the Court, with a reasoned explanation of the circumstances, for the Court to decide whether any member ought to be expelled from the Company. The decision of the Court shall be final.

Approved by Court 26 June 2023 (subject to small amendments since made by the Master & Clerk on the Court's authority)