

# Membership Termination Procedure

April 2010

## Purpose of procedure

This procedure is intended to guide People In Aid staff through the process of terminating membership.

## Terminating membership

Members have the right to resign their membership at any time, in which case their member benefits are revoked. Although not obliged to give reason, People In Aid encourages its staff to find out why membership is being cancelled, in accordance with the 'Member Strategy'. An exit questionnaire has been developed to assist in this respect.

From time to time People In Aid may need to terminate a member's membership, as a result for example of

- non-payment of subscriptions or invoices for goods or services;
- misuse or misrepresentation of People In Aid Quality Marks, or false statements about membership or certification status;
- persistent non-compliance with the requirements of membership laid out in the 'Members' rights and responsibilities' letter;
- a complaint, or evidence found by staff, where an organisation's activity is bringing or is likely to bring People In Aid into disrepute;
- change of member's status (e.g. bankruptcy or move from NGO to private company).

People In Aid is not an ombudsman and neither is it set up to respond to complaints or adjudicate on HR-related disputes within an organisation. As appropriate, we will point aggrieved employees to their internal procedures, to works councils or trade unions.

Our procedure for terminating membership is as follows.

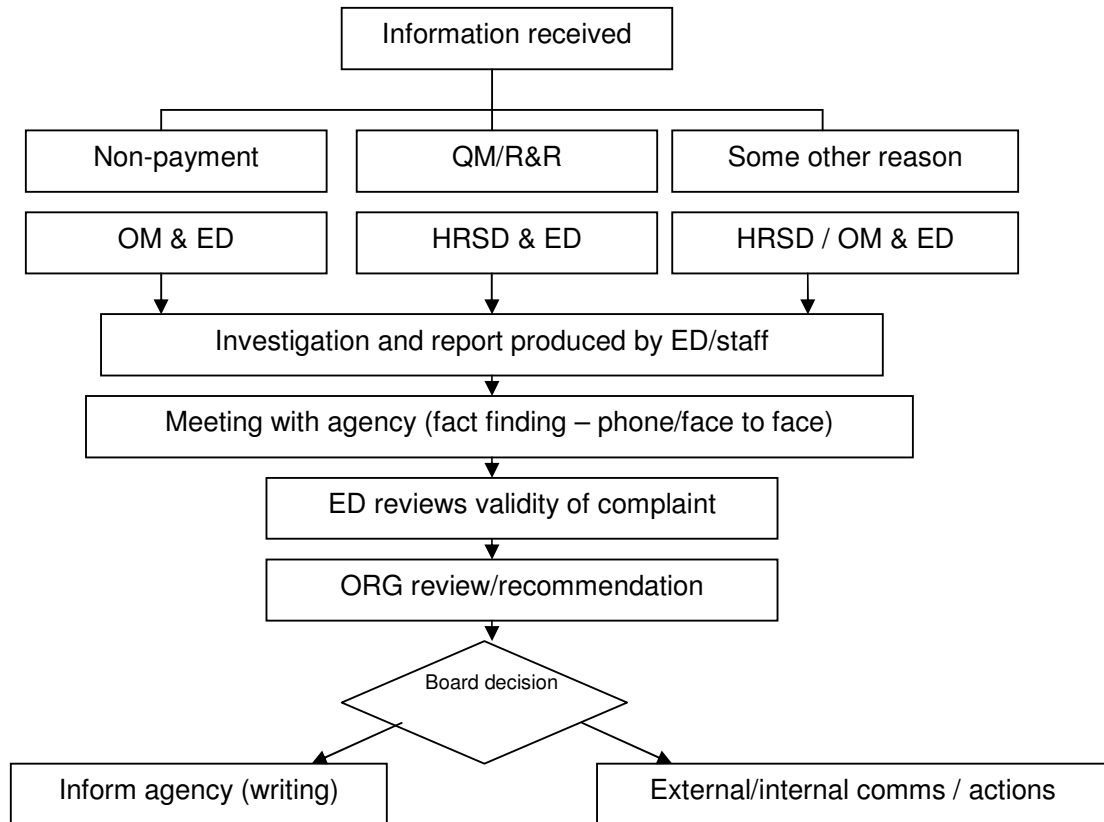
## Roles & responsibilities

The final decision to terminate membership lies with the Board of Trustees.

It is the responsibility of the Executive Director and his staff to present the case for termination to the Organisational Risk and Governance Sub-Committee (ORG) for their consideration, and for the ORG to offer a recommendation to the full Board if they agree to the case for termination.

Decisions on termination, with reasons, are to be minuted.

**Overview of complaint and termination process**



Complaints: Depending on the member’s status viz the Code of Good Practice, and the seriousness of the complaint, a first step towards termination may be a revocation or rescinding of the right to use the People In Aid Quality Marks.

**Internal actions after termination**

Upon termination of membership, an agency may remain in our database and on mailing lists, and contact would be as per non-members.

However, member benefits shall be revoked and our records updated accordingly. Access to the member areas on the website will be withdrawn, and the agency would cease to receive certain invitations to member events etc.

The Executive Director / HR Services Team are responsible for deciding the appropriate level of ongoing contact, and any review periods.

As appropriate, the HRSD and ED will prepare statement/s, succinctly outlining the reason for termination, for distribution to the wider membership and posting to People In Aid’s own website. We will manage any public relations appropriately.

*This procedure was agreed by the People In Aid Board in April 2010.*