



### **Protocol for Member's Enquiries**

The role of the Board of Directors is to ensure the effective and efficient running of the Trust on behalf of the membership. The following protocol is suggested for any member enquiry. The purpose of the protocol is to put in place a transparent, staged process for dealing with any member's enquiries in a full and fair manner.

- Initially, a member should contact the Company Secretary with any question or request for information. The Company Secretary will deal with straightforward requests or seek further clarification from others as required before responding.
- If the member is not satisfied with the response, he/she can request an answer from the appropriate working group of the Trust. The working group will agree the appropriate form of response (written or face to face meeting). Response will be as soon as possible and within 21 working days from the date of the initial enquiry.
- If the member is not satisfied with the response, he/she can request an answer from the Board of the Trust. The Board will agree the appropriate form of response (written or face to face meeting). The Board must consider this at the first scheduled Board meeting or call a special meeting if the Chairperson feels this is appropriate.
- If the member is not satisfied with the response they can seek an Extraordinary General Meeting (EGM) to raise their issue as set out in the Memorandum and Articles of Association.
- Any member is, of course, entitled to call an EGM straight away in accordance with the Memorandum and Articles of Association.
- Furthermore members are requested not to copy their request for information to individuals or organisations external to the Trust until such time as the Board has the opportunity to address the member's enquiries.
- If a member enquiry relates to the personal integrity or behaviour of any individual on the Board, the member must first give the individual the right to address the enquiry before it is raised in public.

Prepared as requested at board meeting on 16<sup>th</sup> July 2007. To be ratified at the next board meeting

Alan Caldwell  
Company Secretary  
31.07.07