

## Code of Conduct – Mansfield & District u3a

Our u3a exists to provide opportunities for friendship, learning and shared interests in a welcoming environment. We are all members together, and we ask everyone to help create a positive and enjoyable experience for others.

As members, volunteers and visitors we will:

- 1. Treat others with respect**  
Be polite, considerate and welcoming. We may not always agree, but we can disagree respectfully.
- 2. Support an inclusive and friendly environment**  
Help create a space where everyone feels comfortable, valued and able to participate, regardless of background, experience or ability.
- 3. Remember that everyone is a volunteer**  
Committee members, group leaders and organisers give their time freely. Treat people with patience and appreciation.
- 4. Participate positively**  
Contribute in ways that encourage learning, conversation and enjoyment. Avoid behaviour that repeatedly disrupts activities or makes others feel uncomfortable.
- 5. Communicate thoughtfully**  
Think before posting online or sharing information. Avoid personal attacks, offensive language, misinformation or behaviour that may damage the reputation of the u3a.
- 6. Respect privacy and confidentiality**  
Do not share personal information, photographs or contact details without permission.
- 7. Follow group and venue arrangements**  
Respect any reasonable guidance from group leaders, venue providers and organisers to help activities run safely and smoothly.
- 8. Use u3a resources responsibly**  
Members are expected to use Mansfield & District u3a's resources responsibly and only to further its charitable purposes and the activities of the organisation. This includes facilities, equipment, funds, information and communication channels provided for the benefit of members.
- 9. Raise concerns appropriately**  
If something worries you, speak to a group leader, committee member or follow the u3a complaints process. Concerns should be raised respectfully and in good faith.
- 10. Help protect the reputation of the u3a**  
Remember that our behaviour reflects on the wider organisation and the welcoming community we want to build.

### Where concerns arise

Most issues can be resolved informally through conversation and understanding. Where behaviour causes ongoing difficulties or serious concern, the committee may take appropriate action in line with the constitution and complaints procedure. This code exists to support a friendly and enjoyable community rather than create unnecessary rules.