



Riverside Community Council

Code of Conduct

We are a group volunteers and have set aside our personal time to work for the community.

We will:

- serve the community with dignity, courtesy and respect.
- be available through agreed methods of communication i.e. attendance at monthly Community Council meetings or by e-mail to riversidecommunitycouncil@gmail.com.
- expect that residents treat us with dignity, courtesy and respect.

We will not accept:

- behaviour which is offensive, rude, intimidating, demeaning or threatening.
- demands that are beyond the scope of the Community Council.

Response to unacceptable behaviour:

1. Politely explain that we should be treated with respect and ask the resident to moderate their behaviour.
2. If the behaviour continues the resident will be advised that the interaction will end and that other Community Councillors will be informed.
3. If behaviour threatens violence or is violent, we will immediately stop interacting with the resident, ensure we are safe and contact Police Scotland.
4. We will cease working with individual/s who regularly engage with us in a confrontational or unacceptable way. This action can be reviewed if/when required.
5. We reserve the right to walk away, end a phone call or ask someone to leave a meeting (in person or online).

This statement applies to both verbal and written communications and is backed up by a fuller policy statement written by Stirling Council