



Milton
Ulladulla
Dog
Training
Club Inc

Code of Conduct and
Complaints Policy

For Members



Milton Ulladulla Dog Training Club Inc. - Code of Conduct and Complaints Policy

The purpose and intent of this Code is to provide Milton Ulladulla Dog Training Club members with the standards of behaviour that are expected of them while they are participating in all Club activities to ensure all members enjoy a safe and enjoyable experience. All Club members are required to maintain and enhance the Club's standing as a valuable and reputable member of the community, and are therefore accountable for compliance with this policy.

Members code of conduct in person, via email and on social media

- Treat everybody with respect, courtesy, fairness and honesty and promote a collaborative and harmonious environment.
- Act with due care and diligence and follow club safety rules.
- Follow Facebook protocols and Club Rules.
- Compose and reply to emails respectfully.
- Understand the guidelines and advice that underpin and support MUDTC's positive reinforcement training methods.
- Uphold the values and good reputation of the club.
- Avoid conflicts, report conflicts that cannot be avoided and cooperate in conflict management.
- Only use official information for the club-related purpose for which it was intended.
- Only use a position and / or resources for a proper purpose.

Complaints Policy for members

A member who is unhappy with the conduct of another member may report this to the secretary in writing.

The secretary will inform the President. If the complaint is about the President, the secretary will inform the Vice-President. They will discuss the complaint to decide upon a course of action. The President or Vice President may call a meeting with the Office bearers or a whole committee meeting as necessary to discuss the complaint.

The President or Vice President will contact the member to acknowledge verbally and in writing that the complaint has been received and to discuss a resolution.

The secretary will be notified of the complaint, the process followed and resolution for inclusion in the register.

Persistent inappropriate conduct or a single incident of unlawful behaviour or unlawful discrimination will invoke the constitutional process.

A register of complaints, complainants and resolution processes will be kept by the Secretary and reviewed periodically by the President and Vice-President.

Appendices for MUDTC Code of Conduct and Complaints Policy

Appendix A

Some examples of inappropriate conduct

- bullying
- name calling and other negative comments
- negative comments about members work
- not recognising all members as equals
- deliberate exclusion of a member or members
- passing on emails unnecessarily, especially emails with negative comments about others
- deleting or controlling Facebook posts without following due process
- inappropriate or negative Facebook posts
- angry or rude outbursts
- verbal threats or swearing
- physical threats or physical contact

Appendix B

Definition of bullying

Bullying is behaviour deliberately repeated over time that causes physical, social and/or psychological harm. It can have immediate and long-term effects on those involved, including bystanders. Bullying can happen in person or online.

Appendix C

Register of complaints content

- Complaint / report of inappropriate or unlawful conduct
- Name of complainant
- Brief description of process followed and resolution
- Relevant dates

Club Rules:

- ❑ Members must wear suitable footwear, such as trainers – scuffs and thongs are not permitted.
- ❑ Dogs must be kept on the leash at all times, unless they are in a training class with the direct supervision of an instructor, or under control in the off-leash area at the rear of the Showground.
- ❑ The only acceptable training collars are flat collars, DCCs, haltis and training harnesses (not car harnesses). Milton Ulladulla Dog Training Club Instructors are not trained to give advice about the use of other specialised training equipment. Consequently, it will be recommended to members needing more assistance that they speak with their vet and/or a professional dog trainer.
- ❑ When joining the Club, proof of immune status must be provided. This is either a vaccination certificate (C3, C4, or C5) or titre test certificate issued by your veterinarian. Puppies will need to have had their first vaccination and can be enrolled in the Club's Baby Puppy School from 8 weeks of age at their owner's discretion.
- ❑ Children may train their dog provided they are supervised by their parent, carer or guardian.
- ❑ Any use of the club equipment for dogs must be done in conjunction with the class instructor.
- ❑ Members are responsible for cleaning up if their dog fouls the ground.
- ❑ Members must not use harsh actions or verbals with their dogs. This includes hitting your dog or strong misuse of the dog's lead.
- ❑ Bitches in season are not permitted on the training ground.
- ❑ Members must bring a water bowl for their own dog to use. Do not share water bowls with other dogs.
- ❑ MUDTC is a community-based club, focused on providing a fair, safe and inclusive environment for all members and their dogs. Communication between club members and instructors must always be respectful and courteous and must not be offensive, discriminatory, intimidating, aggressive, bullying, hateful, racist, or otherwise inappropriate. Refer Club Member Code of Conduct & Complaints Policy
- ❑ In regard to above, if a club member wishes to raise a formal matter, that is anything which requires the specific attention of the Club Executive or consideration by the MUDTC Committee, please only make contact either by email to the Club's address

mudtc@outlook.com or mail PO Box 274 Milton 2538, or by speaking with one of the Club's Committee members and asking them to raise the matter on your behalf. Do not make representations through a member's personal email or telephone. Refer Club Member Code of Conduct & Complaints Policy

- The club reserves the right to decide that a dog must be muzzled. Please see the Club's Aggressive Dog Protocols located on our web site. If you do not have access to view online, please request a hard copy from the Secretary.
- The club has a Contagious Diseases Policy which is located on our web site. If you do not have access to view online, please request a hard copy from the Secretary.
- The Club has an Extreme Weather Policy which is located on our web site. If you do not have access to view online, please request a hard copy from the Secretary.