



## ***The Association of the UK School of Professional Toastmasters***

### ***Code of Ethics***

The Association of the UK School of Professional Toastmasters has a common goal amongst its members of sharing knowledge and experience and demonstrating commitment to this code of ethical practice. The standing of the Association depends upon the quality and integrity of its members, the relationship between members and their clients and the general public, together with the pursuit of the highest possible professional standards.

In particular:

- members provide a unique service involving specific expertise;
- the relationship between members and their clients should not involve subjective personal values over issues of race, religion, sexual orientation, disability or other chosen lifestyles;
- while members can expect to be fairly rewarded for services rendered, they are not driven by self interest but must endeavour to give good value for money;
- members have an appropriate degree of autonomy in making decisions and must accept personal responsibility for those decisions;
- membership involves a two-way responsibility; on one hand, accepting recognised standards of professional conduct; and on the other, recognising the need for monitoring such standards by other members of the Association;
- The conduct of any member of the Association reflects upon the profession as a whole. Any activity or enterprise that may bring the profession into disrepute or which could be viewed as against the law must be avoided.

All members of The Association of the UK School of Professional Toastmasters agree to undertake the following:

- To conduct themselves in a professional manner and to perform competently at the highest standards at all times.
- To present or supply services with openness, honesty and integrity, without misrepresentation, false claims, confusing, inaccurate or misleading terms or conditions.
- To earn, establish and maintain a reputation for providing excellent service.
- To render professional & efficient services to clients at all times.
- To deal promptly with any queries or issues appertaining to their role.
- To recognise that other members will compete for business within due moral and legal bounds and refrain from discriminatory practices.
- To support continuous professional development and standards through appropriate training.

- To hold adequate public liability insurance.
- To support the Association of UKSPT by taking an active role in its activities and promoting the Association to the profession.
- To represent themselves as members of the Association of the UKSPT only whilst in current membership.
- To maintain and enhance the reputation, standing and good name of the Association and its membership.

The executive committee of the AUKSPT regards suspension from the organisation, or termination of membership, as an extremely serious issue. However where, after due examination, it is established that a member has seriously breached the Association's Code of Ethics or Constitution, that member shall be removed from the Register of Members. (Paragraphs 6 & 7 of the Constitution refer)

***Complaints Procedure:***

- a. Any complaint appertaining to any Member (including Honorary/Fellows) of the Association must be in writing and made to the Secretary, who will acknowledge its receipt and inform the complainant that the matter is being dealt with according to the rules of the Association. The Secretary will send copies of the complaint to the President and Vice President.
- b. If the complaint is of a minor nature, the Secretary, in conjunction with the President or Vice President, will try to resolve the matter, subsequently reporting the details to the Executive Committee.
- c. For complaints of a more serious nature, or complaints which cannot be resolved as per (b) above, the matter will be referred to the Executive Committee, who must meet within 90 days to discuss the matter if the Executive Committee has been unable to reach a decision by E-mail.
- d. The decision of the Executive Committee on what action needs to be taken is final.

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