

MEMBERS' CHARTER – January 2019

1. Purpose of the Charter

CAODS is governed by its Constitution, which forms the legal basis on which the Society runs and powers are granted. The Members' Charter emphasises what Members can expect in return for their annual subscription fees and what is expected from CAODS Members. All Members of CAODS are bound by the Constitution and the Members' Charter.

2. Participation / Consultation

CAODS is committed to ensuring that the interests and needs of its Members are understood and reflected throughout the organisation.

Participation is through any / all of the following means:

- a) Performance (both on and off stage) – large scale shows, concerts, smaller scale performance opportunities e.g. Christmas Market or other such events
- b) Education – dance classes, workshops
- c) Promotion – publicity days, distribution of flyers etc., flash mobs
- d) Fund-Raising – charity events, in-house activities and promotions
- e) Social – Members' events including parties, days out etc.
- f) Management – involvement in Management Committee or other Sub-Committee, providing feedback/evaluation, attending general meetings

This is not an exhaustive list, but these are some of the means by which Members can have input into CAODS.

3. The Management Committee

a) Governance

CAODS is managed by an elected Management Committee and is run by Members for its Members. Significant matters of policy are agreed at the Annual General Meeting.

b) Communication

The Management Committee will communicate to the Members of CAODS through the following:

- CAODS website – www.caods.co.uk
- CAODS Facebook page (and associated groups)
- Email / Text / Letters (personal data is held securely and is not circulated outside of the Society and is compliant with GDPR Regulations)
- Annual General Meeting (and other General Meetings as required)

c) Accountability

The Management Committee wants to know if you feel we are not performing our duties. Suggestions / feedback can be made by letter or email and should be addressed to the Chairman.

d) Complaints

Should Members have the need to lodge a complaint about anything, this should be made by letter or email and for the attention of the Chairman and/or a member of the Management Committee. All complaints will be considered sensitively and discretely and will lead to a thorough investigation of issues raised. We will endeavour to respond to you within 7 working days of receiving the complaint. If for some reason a response is not possible within 7 working days, we will inform you without delay.

4. Members' Rights

Once membership subscriptions are paid Members are entitled:

- a) To participate in all Society activities and events and to benefit from any discounted rates (available only to Members) which might be applied to such activities and events;
- b) To have access to Society records, data and resources as required. This includes access to resources and information available through NODA (National Operatic & Dramatic Association), to which CAODS is affiliated;
- c) To be rewarded for service to Amateur Theatre through the NODA Long-Service Awards scheme;
- d) To be able to enjoy their time with CAODS within a friendly and secure environment;
- e) To be considered for a position on the Management Committee.

5. Members' Responsibilities

Members of CAODS agree:

- a) To be bound by the Society's Constitution, copies of which are distributed on joining and are available upon request;
- b) To be attentive of all communication efforts by taking note of significant information (e.g. times, dates, locations, etc.) and any specific event arrangement details;
- c) To treat fellow Members with respect;
- d) To constantly strive to uphold and enhance the reputation of CAODS by demonstrating exemplary standards in their conduct;
- e) To support CAODS activities and projects;
- f) To comply with any procedure / practice requests that might be put into effect for any given project;
- g) To participate fully in Annual General Meetings and other General Meetings.