

## *Dog Rescue Dunedin Charitable Trust Code of Conduct*

**Purpose:** To provide guidance regarding the communication and conduct of DRDCT Board of Trustees, Employees and Volunteers both internally and with members of the public, media and social media sites.

**Values:** It is incumbent upon Dog Rescue Dunedin, as a Charitable Trust, to work for the good of the dogs, respect the integrity of all those we engage with and promote good communication at all times.

### **RULES OF CONDUCT**

Board of Trustees, Employees and Volunteers of DRDCT will:

Ensure the public face of DRDCT is positive, courteous and professional at all times.

Maintain the confidentiality of issues relating to DRDCT, and honour the trust of the organization vested in the Board of Trustees, Employees and Volunteers.

Treat others with respect remembering we are dependent on volunteers and supporters, for our survival, and the goodwill of the public towards us.

Be accountable for our communication and actions be it personally, in writing, in the media or on social media.

Not misrepresent DRDCT or ourselves in our communications. Board of Trustees, Employees and Volunteers should be conscious they may be seen as representatives of DRDCT and should therefore avoid comments that may damage the reputation of the organization in any way.

Not engage in any communication or act that may jeopardise DRDCT's

[Memorandum of Understanding](#) with Dunedin City Council's Animal Control staff.

Not engage in any communication or act which is illegal, offensive, discriminatory, harassing or threatening.

Disclose and refer any problems or issues that arise to the appropriate managerial or governing authority.

Representatives of DRDCT posting under the name of DRDCT on Social Media do so only in order to promote, inform and assist DRDCT's work. Social media posts should be in keeping with the image and values DRDCT wishes to present to the public, and their core work. Due to the fast-moving nature of social media it is important this policy is reviewed at regular intervals.

## **COMPLAINTS PROCESS**

Any complaint about breach of these rules shall be in writing or by email ([info@dogrescuedunedin.nz](mailto:info@dogrescuedunedin.nz)), signed by the complainant and addressed to the Chairperson of DRDCT's Board of Trustees. The Chairperson, if he or she finds merit in the complaint, shall investigate it and resolve it in his or her discretion. The Chairperson may refer the complaint to an adjudicator or adjudicators to be investigated and resolved. If a DRDCT employee is involved in the complaint, matters of employment may also be considered alongside these rules. The complaint and its resolution or an edited version thereof may be posted on DRDCT website at the discretion of DRDCT's Board of Trustees.