

OFFICER PROTOCOL

1 Introduction & Purpose

All elected officers of Highlands & Islands Students' Association are leaders and ambassadors for the Association. This protocol sets out the standards that are expected from these representatives in the pursuance of their duties and outlines how grievances and complaints will be handled.

2 Scope & Definitions

Within this protocol the following definitions apply

- Member** – any registered student of the UHI partnership who has not exercised their right to opt-out of the Association
- Student** - any registered student of the UHI partnership
- Officer** – any member elected to any representative position within the Association (including; Principal Officer, Depute President, Subject Network Officer, FE or HE Representative Council Member and other roles that may be elected)

Specifically included in this protocol is conduct:

- a) on the Association's premises wherever these may exist across the partnership;
- b) while a member is using Association facilities or at an Association event;
- c) while a member is representing or acting on behalf of the Association, wherever or whenever that may be;
- d) in relation to actions or incidents between two or more representatives or between Association representatives and staff or stakeholders where the member is participating in Association activity, including online

It does not apply to complaints that students (whether elected officers or otherwise) may have about a programme of study or related service. It also does not include student to student complaints except where these relate to activities conducted as part of the Associations remit. These types of complaint are covered in the UHI Student complaints policy and procedure which is available from the UHI website.

3 Expectations of the Association

The Highlands & Islands Students Association expects that officers will at all times:

- i) Be professional and courteous in their dealings with students, staff of the Association and of the partnership and members of the public.

- ii) Ensure compliance with the Terms and Conditions of employment of the Association which form part of the contract of employment with the Association. In particular compliance with HISA's equal opportunities policy is an important part
- iii) Follow the Memorandum and Articles of Association for HISA and all of its schedules and regulations.
- iv) Follow the financial regulations in place in the Association and support staff in ensuring accurate financial records can be maintained.
- v) Attend all meetings that are required under the role descriptions for their post or that might be required by the executive.
- vi) Follow all HISA policies as approved by HISA regional Council.
- vii) Present timely apologies for meetings that officers are unable to attend so that the Association can identify a replacement to attend where possible.

4 Expectations of the Officer

- i) The Association will provide clear role descriptors for any post
- ii) The Association will provide information to all elected officers on terms and conditions
- iii) The Association will provide training and support for officers to enable them to fulfil their duties
- iv) Staff of the Association will respect the role of elected officers and provide support and advice as appropriate to support the officers in their roles

5 Dispute and complaint resolution

- 5.1 If an elected officer has a complaint against another elected officer or a staff member of the Association or of any UHI Academic Partner, they should, wherever possible raise this through the Association President either informally or in writing. If the President has a complaint against another officer or staff member, they should raise this initially with the senior staff member of the Association.
- 5.2 If a staff member of the Association has a complaint against any elected officer they should raise this with the Senior Staff member of the Association.
- 5.3 If a student has a complaint about an elected officer they should put this complaint in writing to the Association President in the form of an email. The complaints procedure of the Association will be used in this case.
- 5.4 If an elected officer has a complaint about a student, they should put this in writing to the Association President who will determine how this is to be addressed.
- 5.5 Depending on the nature and seriousness of any complaints raised in the circumstances described above, the Grievance or Disciplinary Policies of the Association may be used. In line with these policies, the Association will attempt to

resolve such matters by informal means wherever possible. This may include meetings to discuss the issues with the parties involved.

- 5.6 If the general standards of behaviour or performance of any elected officer fall below that which is outlined in this protocol or in the terms and conditions document then wherever possible the Association will attempt to arrange a meeting to discuss the issue and to agree a resolution. If the matter falls under the disciplinary policy of the Association then the matter will be resolved using that document.