

## Membership Charter

Our Charter for members was introduced by the Council of Governors in 2012 to clearly set out what members can expect from our Trust.

### Members should expect:

- Their application to be processed by the Trust within 2 weeks of receipt
- To receive a membership welcome pack and membership card including:
  - Details of local Governors
  - Options for the level of membership applicable to them
  - Options for choosing how they wish to be contacted
- To receive details of how to contact the membership office
- To expect their data to be used by the Trust only in relation to their membership and held in accordance with the Data Protection Act 2018 (GDPR)

### Communication:

- Members will only receive communication on business that affects the Trust or their membership
- Communication will be undertaken by the chosen method
- Election notifications sent to all members
- Members are entitled to receive a free copy of the Trust's member newsletter (dependent on the chosen level of membership)
- Members are entitled to receive a free copy of the Trust's Annual Report – on a request basis

### Engagement and Consultation:

- Members will be free to decide how much or how little they wish to be involved
- Members will receive at least 3 weeks' notice of events in their areas (unless they opt not to)
- Members will be invited to a meeting at least annually
- No changes will be made to the power and duties of the Council of Governors without the consent of Members\*
- Events can be attended free of charge to Members
- Members will be notified of any major consultations on changes to services within their area
- Being a Member will not affect your ability to participate in any other Trust activities.
- The Trust is fully committed to membership recruitment and engagement within all of its diverse communities
- The Trust will discuss individual requirements with members to enable them to participate fully