

Members' Code of Conduct

Healthwatch Manchester has a duty to protect its good name. In order to help it do this, members agree to abide by the following Code of Conduct:-

- Healthwatch Manchester exists as the consumer champion for health and social care. It does this in part by facilitating the sharing of ideas and mutual support between its members. Associate members form a body of reference for Healthwatch Manchester to augment and improve its understanding of local needs around health and care. All members agree to work in a spirit of co-operation with others in the health and social care sector and to share expertise and knowledge where they are able to do so.
- Where issues are being debated at forums facilitated by Healthwatch Manchester, or at Healthwatch Manchester General Meetings, members must declare any specific interest they have in the issue. They must at all times act in what they believe to be the interests of Healthwatch Manchester's service users in general in such debates.
- Associate members are welcome to attend the public part of the governance board meetings.
- Healthwatch Manchester is committed to the principles of equality of opportunity in the way it provides its services. Members should not discriminate in such a way that would breach the Healthwatch Manchester Diversity & Equality Policy.
- Members have a duty to protect the good name of Healthwatch Manchester. If any member is dissatisfied with the service provided by the organisation they should use the Healthwatch Manchester complaints procedure to resolve this. Members bringing the organisation into disrepute may have their membership terminated in accordance with the Memorandum & Articles of Association.
- Members may cite their membership of Healthwatch Manchester in communications with other organisations. They should not however infer that this brings with it a recommendation of any sort.
- No associate member shall represent Healthwatch Manchester without the written permission of the Chief Officer.
- Members do not acquire any intellectual or property rights as a result of their membership of the organisation. Should a member wish to use or reproduce the name and/or logo of Healthwatch Manchester permission should be sought from the Chief Officer.