



THE ORDER *of* ST. GEORGE
Grand Priory of the United Kingdom
BM The Order of St. George, London WC1N 3XX

Our Code of Conduct.

The Policy, Protocols and Procedures for maintaining Positive Relationships between members of the Order and any person, group or organisation that may formally or informally be associated with it.

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This policy supersedes any other policies, protocols, procedures or actions written or otherwise that the Order has used, applied or adopted in relation to a code of conduct for its members prior to the approval date.

Author – The Deputy Grand Prior – Membership, Protocols and Procedures.

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The Grand Priory is charged with the responsibility of running the Order and furthering the objects of the associated Charitable Trust. The Grand Prior, reserves the right to act on behalf of the Order in a considered and reasonable manner on all matters pertaining to the Order.

The Grand Priory is made up of the members. The Grand Magistry is the Grand Prior, The Grand Prior Emeritus, The Grand Chancellor, The Grand Prior of the American Grand Priory.



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The Policy, Protocols and Procedures for maintaining Positive Relationships between members of the Order and any person, group or organisation that may formally or informally be associated with it.

1. This policy applies to all members (full, honorary, associate, Squires and Demoiselles) of the International Knightly Order Valiant of St George (The Order) with or without a specific rank, role or responsibility. It applies without fear or favour.
2. Due to its very nature the Order is outward facing and functions best when engaged with other people formally and informally within and from without the Order. Therefore, the following protocols and procedures must be complied with by all its members (full, honorary, associate, Squires and Demoiselles) without exception.
3. Parts of these protocols and procedures can also be found and apply within, but not limited to:-
 - 1) The Medals and Honours Protocol
 - 2) The Symbols and Ranks of the Order and Protocols.
 - 3) The use of the Order's Crest, Logo and Headings.
 - 4) The Complaints Policy.
 - 5) The Safeguarding Policy.
 - 6) Conflict of Interest Policy.
 - 7) Speaking Out Policy.
 - 8) The Policy for Squires and Demoiselles including its Policy for Youth.

4. General Statement.

- 4.1 We should never behave within the Order, in public or online in a manner that may damage the Order of St George's reputation.
- 4.2 At all times we respect all members of the Orders' right to express their views, but they must do so in a responsible, inclusive and respectful manner which is not detrimental to the Order of St George.

4.3 We should take great care not to compromise the Order of St George's position of impartiality on any matter outside the scope of its charitable work.

4.4 This principle applies whether making comments as an approved representative of the Order of St George in an official capacity or in a personal capacity.

N.B If any member is unclear or needs further guidance on any protocol or procedure stated in this policy, they must contact the Deputy Grand Prior for Membership, Protocols and Procedures (DGPMPP) and the Grand Secretary General (GSG) before acting. Failure to do so is a breach of our Code of Conduct and the member(s) may be subject to our disciplinary procedures in regard to non-compliance.

membership@orderofstgeorge.co.uk

secretarygeneral@orderofstgeorge.co.uk

5. Condition of Membership applicable to all members.

5.1 As a condition of membership and continuing membership, entitlements, post-nominals, honours, decorations and medals of the Order, the Order's crests logo and address, are strictly forbidden to be worn or used publicly or privately for professional or personal gain, self-importance, advancement, commercial gain or media use without the express permission of the Grand Magistry obtained in advance through the Office of the DGPMPP*.

5.2 Members may not write or publish anything about the Order of St George and their membership publicly or privately for professional or personal gain, self-importance, advancement, commercial gain or media use without the express permission of the Grand Magistry obtained in advance through the Office of the DGPMPP.

5.3 No member can represent the Order without the formal permission of the Grand Magistry obtained through the Office of the DGPMPP.

5.4 If using social media, please be aware that using privacy settings, disclaimers in your profile or the name used on digital accounts will not protect you or the Order.

5.5 Anything you may put online, either in the Order's social media platforms or your own personal social media accounts, can be attributed to you and the Order and can be made widely available.

5.6 In anything that you write or say, you must demonstrate respect and care for others. It is not acceptable to share misinformation and or disinformation for any reason.

5.7 Unless authorised to do so, in writing by the Grand Magistry, you must not share with others private or confidential information to which you have been party, directly or indirectly; including that between you and any member of the Order without their agreement and written permission. In some cases, the information will be protected Under the General Data Protection Regulations

UK and EU; to which you must comply.

- 5.8 If you believe that you need to talk to the media as a part of your role, please contact the DGPMPP and the GSC first. This applies to members within the UK and Internationally except those members of the Grand Priory of the Americas who must contact the Grand Prior of the Americas; unless it falls within the jurisdiction of the Grand Priory of the UK, which includes all international countries.

grandprior@stgeorgeamericas.org

6. Non-compliance

- 6.1 Members who appear to, or deliberately, or consistently, do not comply with the Order's rules, protocols and procedures or bring the Order into disrepute by their actions internally or externally to the Order will have their membership suspended pending a full investigation to ascertain the facts.

- 6.2 If, after investigation, it is found that they have deliberately, or consistently, not complied with the Order's rules, protocols and procedures or have brought the Order into disrepute by their actions internally or externally, at the discretion of the Grand Prior, they may have their roles and responsibilities and or membership suspended for a set period.

- 6.3 The set period will be determined by the Grand Prior. During that time they must not use any honours, entitlements, appointments, roles and responsibilities until granted permission to do so by the Grand Prior. In serious instances their membership may be revoked by the Grand Prior**. In such cases, they must not continue to use, wear or exhibit any entitlements that they may have had as a member of the Order.

- 6.4 Only the Grand Prior can revoke honours entitlements, appointments, roles and responsibilities and membership. In his prolonged absence, if appointed by the Grand Prior to do so, the Grand Prior Emeritus and the Grand Chancellor can act together as if they were the Grand Prior.

N.B. Every case and circumstance is different. Therefore, whilst the protocols and procedures stated here are the basis on which we expect members to conduct themselves, and how they can expect to be treated, the Grand Magistry has, for the good of the Order, the flexibility to respond to each individual case on its merits and in a reasonable way.

7. Duty towards other.

None of us are perfect and we all make mistakes and forget. Every member has a responsibility to care for and look after the best interests of the Order and its members, maintain its standard and support others to meet and adhere to them.

- 7.1 Every member of the Order, has a duty to ensure, that where another member, within their group, encampment, commandery or gathering is either not aware of or has forgotten the policy and protocols for using and /or wearing

regalia, honours and decorations or in how to treat other in a reasonable and respectful way, that they *politely*, with *care for that member's feelings*, with *utmost discretion* and *privacy*, help that member, in good faith to correct their mistake; ***if it is not going to cause any distress and/or upset to do so or could result in a complaint being made.***

7.2 To avoid any distress and upset, the member is strongly advised to inform the Grand Chancellor or a Deputy Grand Prior, (if at a formal event of the Order) or Commander or Commander Designate (if at a commandery meeting) of the matter and seek advice in order to avoid any complaint that could follow.

8. Awards.

8.1 Regalia, honours, decorations, awards, including certificates and brevets of the Order, can only be awarded and issued through the Grand Prior.

8.2 Should a member note an error in the issue of regalia, an honour, decoration award, brevet, petition or certificate, awarded and granted to a member of the Order or to any person, group or organisation outside the Order, they must report this to the Grand Chancellor at the earliest opportunity who will advise of the appropriate course of action to be taken. **No matter how well intentioned, the member must not act independently to resolve the issue.**

9. Dealing with complaints.

9.1 Should there be a complaint against the Order or any of its members by another member, person, group or organization outside the Order, the Grand Magistery will ensure that the Order's Complaints Policy is applied without fear or favour.

9.2 No judgements will be made until the officers of the Order appointed to investigate the complaint, or an independent body appointed to investigate the complaint, have completed their investigation(s).

9.3 Anybody wishing to make a complaint must, in the first instance, contact the office of the DGMPP. The DGMPP will not ask for in depth details but will require a basic outline of the reason for the complaint in order to advise the complainant appropriately. The DGMPP will supply the complainant with the necessary information and/or documentation they may require to help resolve or continue their complaint.

9.4 It is hoped that most complaints can be resolved amicable. However, the Order's Complaints Policy is available, without fear or favour, to those who wish to see it.

9.5 If the complaint is about or involves the DGMPP then the complainant must contact the Grand Secretary General.

secretarygeneral@orderofstgeorge.co.uk

10. The Process of Making a Complaint.

- 10.1 Prior to making a complaint, please ensure you have your notes taken at the time or as soon as possible after the incident that has caused you to make a complaint. You are strongly advised to take notes during each stage of your complaint through to the conclusion.
- 10.2 Using the email address stated in this policy contact them and request a phone call. Please state the best method to contact you. This will be by phone but could be via email.
- 10.3 You will be contacted within 24 hours. If you are not contacted please use the alternative email address and make your request again. In this instance, we will try to contact you within 12 hours.
- 10.4 When contacted, please state the reason for your complaint and who it involves. Don't worry if you need to repeat or go over anything. The person you speak to will be taking notes in order to gain as accurate account as possible.
- 10.5 If there is a solution that you feel would be appropriate please do say so. In many cases, it is quite possible that complaints can be resolved quickly and effectively. Most people are very reasonable when making a complaint but it is important that they do raise their concerns with us so that we can try and avoid it happening again.
- 10.6 The time taken to resolve a complaint very much depends upon the circumstances. You will be advised of the possible time scales. Normally we aim to resolve complaints within 14 working days. However, this can vary depending upon the nature of the complaint.
- 10.7 The time taken to carry out an investigation will differ according to the matter to be investigated. The proposed time scales will be conveyed to all parties involved in the investigation at the start of the process. If the proposed time scales present difficulties for any of the parties involved then all reasonable steps will be taken to adjust them accordingly. Time scales will not be adjusted if it is perceived as a delaying tactic or there is malicious intent.
- 10.8 During the investigation period, you may well be contacted again to keep you updated and also to advise of any changes to time scales along with the reason why.
- 10.9 At the end of our investigation, you will be contacted again and appraised of the action we have taken to resolve your complaint. If you disagree with the outcome and our actions, please do say so. It is very important that we try to ensure you are satisfied with the results and the action we have, and will take, to ensure that such a complaint can be avoided in future.
- 10.10 It is very important to stress that complaints can only be resolved amicably if all those involved acted reasonably. This includes the manner in

which people work together and willingness to resolve the complaint sensibly.

10.11 If you are unhappy with how the Order has dealt with your complaint, contact the relevant regulator. Details can be found on the Charities Commission website accessed through www.gov.uk or typing Charities Commission.

This policy is associated with:-

- a) The Code of Conduct Policy – Maintaining Positive Relationships
- b) Speaking out Policy
- c) Safeguarding Policy
- d) Health and Safety Policy

*The DGPMPP can be contacted through:-

membership@orderofstgeorge.co.uk

** Only the Grand Prior has this authority. Decisions will be made after a period of suspension (if that is deemed necessary) and due process has been complied with.

Due process means a period of investigation carried out by a person or persons independent of the Grand Magistracy. In most cases, if agreed, this will be a Deputy Grand Prior who will remain impartial at all times and be available to both parties.

Note - Where the Order has a separate Grand Prior and a Magisterium Officium, the Grand Prior reserves the right to act independently. The Magisterium Officium must consult the Grand prior and cannot act independently of the Grand Prior.

