

# Code of Practice

It is a condition of membership that contracting Corporate Members sign up to the RIDBA Code of Practice each year when they renew their membership.

## **Before being accepted into membership new members must:**

- Have been trading for a minimum of 6 months
- Provide a minimum of 3 references from clients who they have worked for in the last 6 months
- Provide a copy of their Health and Safety Policy, a copy of their employer and public liability insurance, a typical risk assessment and method statement for one aspect of working at height and details of any HSE prosecutions or prohibitions received over the last 3 years
- Submit annual accident statistics.

## **When working on a contract members must agree that they will:**

- Provide the client with the necessary professional advice
- Not quote for an unsuitable project
- Hold adequate employers and public liability insurance
- Ensure that their written quotation will plainly state, the price for the work, what is included and what form of agreement or contract will be used
- Proceed with the work according to the agreement confirmed with the client and keep the client informed of progress
- Work to an acceptable health and safety plan and in accordance with relevant industry standards
- Have an adequately supervised, trained and qualified work force/subcontractors and ensure that nets, competently rigged, and adequate edge protection or acceptable alternative fall protection is used on site at all times, when working at height
- Ensure that if there are unavoidable delays or problems the client will be informed as soon as possible

- Ensure that if there are changes to the work specified or extra costs are involved, that whenever possible, the client will be informed and agreement reached with them before the work begins
- Ensure that their employees treat the client and their property with respect
- Ensure that, unless otherwise agreed with the client, they will leave the site clean and tidy and ready for use
- Ensure that any relevant information is passed to the client or is available to the client
- Agree to abide by this Code of Practice
- Comply with the RIDBA complaints procedure.

**Name** (Please Print)

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**Position**

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**Company**

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**Address**

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**Signature**

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**Date**

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# Complaints Procedure

Any complaint received by the Association will be investigated in a timely fashion. The complaint must be submitted in writing to the secretariat who will carry out the following actions:

- Acknowledge receipt of the complaint within 7 working days
- Advise the complainant that the complaint will be investigated
- Ask for any further information that may be required to carry out the investigation
- Indicate a time scale of when the complainant should hear further from the secretary, which should be no longer than 28 days from the date of this letter
- Write to the member who is the subject of the complaint, setting out the complaint and asking for a formal reply within 14 days
- Advise either the Chairman or the Vice Chairman of RIDBA of the details of the complaint, then decide if a meeting is necessary and who would be the most competent person to consider the complaint; this could be an independent expert
- Once the reply is received from the member against whom the complaint was received, it should be considered by the Sub-committee who would decide what further actions, if any, were required
- If the complaint is found to be unfounded the complainant will be advised of this by the secretariat, giving details
- If the member is found to be at fault they should be given the opportunity to rectify the situation, if in the view of the majority of the committee the member does not satisfactorily rectify the situation they should be advised that their actions are at risk of bringing the Association into disrepute and if they still refuse to rectify the situation to the satisfaction of the Sub-committee, the matter will have to be put before Council, where the member will be expected to put his case. If Council find that the Member is bringing the association into disrepute then Council could decide to withdraw membership without the return of any membership subscriptions
- The complainant will be kept informed as necessary
- The complaints Sub-committee may decide to recommend that Council publish the name of the member who's membership they recommend be withdrawn and the reasons for the withdrawal.