

# NACCOM Membership Policy

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## 1. Introduction

- 1.1. This policy sets out how organisations can become a member of NACCOM, their rights and responsibilities.
- 1.2. This policy applies to all members and prospective members.
- 1.3. The purpose of this policy is to protect the integrity of NACCOM's unique network, to enable members and stakeholders to have confidence in NACCOM, and to protect the integrity and reputation of staff and trustees.
- 1.4. As NACCOM is a membership organisation it is essential that all members are clear about the benefits of membership, and what to do if those benefits are not met.
- 1.5. As full members have voting rights which shape NACCOM's governance and strategic direction, the duties on members need to be clear.

## 2. Defining a member

- 2.1. Organisations that provide accommodation and support to destitute people seeking asylum, refugees, and migrants with no recourse to public funds may become a NACCOM member. A member may be an individual, a corporate body, or an individual or corporate body representing an organisation which is not incorporated who provides accommodation and/or support to destitute people seeking asylum, refugees, or migrants.
- 2.2. There are three types of membership:
  - 2.2.1. **Full membership** of NACCOM is open to any **organisation** that is providing accommodation for destitute asylum seekers and is a formally incorporated organisation (C.I.O, C.I.C, Registered Provider or Limited Company). They may in addition provide accommodation for refugees and/or others with no recourse

to public funds. Full members have the power to vote at annual and extraordinary meetings. If refused, full members have the right of appeal against this decision (see 5 and 6).

2.2.2. **Associate membership** is open to any **individual or organisation** that is in support of the aims of NACCOM. For instance, a charity that is not directly accommodating destitute asylum seekers but works closely with others that do, or an individual looking to better understand the sector before setting up their own project. Projects providing accommodation for destitute asylum seekers but who are not formerly incorporated organisations (see 2.1 above) are only eligible for associate membership. Associate members can become full members once they start to offer accommodation or; once they become incorporated if they are already providing accommodation. Associate membership will not convey voting rights at Annual or Extraordinary General Meetings.

2.2.3. **Friends of NACCOM** is open to any **individual** who in support of the aims of NACCOM. This type of membership will not convey voting rights at Annual or Extraordinary General Meetings.

### 3. Joining procedure

3.1. Organisations who are interested joining NACCOM must complete a written "Membership: Expression of Interest" form (Stage 1) which can be accessed on the [NACCOM website](#). Applications received are emailed to NACCOM's Network Development Workers for assessment and Finance and Operations Manager for processing.

3.2 Once Network Development Workers have received the completed "Membership: Expression of Interest" form (Stage 1) by email, they then contact applicants to discuss their interest in joining NACCOM.

3.2.1 Review the written applications

3.2.2 Confirm the details of the application, and the type of membership that they are applying for: full, associate, or friends of

3.2.3 Clarify their reasons for seeking membership.

3.2.4 Confirm their development needs.

3.2.5 Identify any issues which may prevent the organisation from joining the membership and communicate these as a matter of urgency to the trustees.

3.3 Organisations who are invited to apply to become a member must complete a written application form "Membership Application" (Stage 2) which is emailed to organisations to complete and send to the NACCOM's Network Development Workers for assessment and processing.

3.4 Trustees have the authority to accept or refuse an application for membership to NACCOM if they believe it is in the best interests of NACCOM to do so. The applicant will be informed of the trustees' decision to accept or reject an application for membership within 21 days of their decision being made to do this.

3.5 The Trustees will confirm their acceptance of the application for membership in writing to Staff with a recommendation to accept for approval by the membership sub-committee, or

3.6 Confirm their refusal of the application for membership, giving their reasons for doing so. In the refusal, they will advise the organisation how they can appeal this decision.

3.7 The Board of Trustees consider recommendations to refuse membership submitted by the NACCOM staff team (see section 5).

#### **4 Acceptance process**

4.1 The membership starts when the decision to accept the member has been approved by the trustees via the membership sub-committee group. As the committee meets regularly, staff may provisionally accept the member, but it is subject to the formal approval of the trustees via the membership sub-group.

4.2 The Network Development Worker emails the prospective member to confirm that they have been accepted for membership. In this email confirms the type of membership that they have been offered.

4.3 The Finance and Operations Coordinator emails the new member their invoice to pay for the membership.

4.4 Once the member has paid their invoice, the Finance and Operations Coordinator sends them their Membership Welcome Pack. The Pack is produced by the Finance and Operations Coordinator and includes: a PDF membership certificate, information about membership resources, including their username and password for the Members' Area of website, advises them of the joining details for upcoming members' meetings.

4.5 The Finance and Operations Coordinator records the new member's details in the NACCOM database and the date that their membership started. They also notify the Team via the database that a new member has joined.

#### **5 Refusing an application**

5.1 Trustees can refuse membership to any applicant if it is the best interests of NACCOM to do so.

5.2 The trustees will record their decision to refuse an application for membership, including their evidence for doing so, and communicate this in writing within 21 days for doing so. This is then shared with the National Director who will communicate the trustees' decision including the grounds for refusal.

#### **6 Process for appealing a refusal of membership**

6.1 Only applications for full membership are eligible for appeal.

6.2 The applicant has 21 days to appeal this decision, demonstrating why they should be granted NACCOM membership.

6.3 Within fourteen days of receipt of an appeal it will be considered by two trustees. The appeal panel members cannot be members of the membership sub-committee.

#### **7 Membership fees**

- 7.1 NACCOM will charge reasonable fees based on the type of membership they have applied for and the size of their organisation. Fees will be reviewed annually by the staff team and recommend changes for approval by the Board.
- 7.2 If membership payment remains outstanding, we will notify you by telephone, email, or letter.
- 7.3 Payment can be made by cheque BACS or standing order.
- 7.4 Membership fees paid are not refundable, including in the event that NACCOM ceases operations.
- 7.5 If membership fees have not been paid after a period of six months and the issuing of two reminder emails and one written hard copy reminder the member will be removed from membership.

## **8 Benefits**

- 8.1 The specific benefits of membership (other than those provided in NACCOM's constitution Articles) are at the discretion of NACCOM and may be varied from time to time without prior notice.
- 8.2 Members are entitled to benefits (subject to a qualifying period for certain services) from the date on which they join/renew until the earlier of (a) the anniversary of their joining/renewing and (b) the date on which NACCOM ceases operations.
- 8.3 Members of NACCOM can access a range of services and benefits, each of which may have more specific terms and conditions separately. Member benefits are only accessible if membership is active. Member benefits change from time to time without prior notice.

## **9 Duties**

- 9.1 NACCOM members are expected to uphold NACCOM's values and to exercise their standing as a member of NACCOM in good faith to best achieve NACCOM's mission.
- 9.2 Voting members (i.e., full members) have a statutory responsibility to uphold NACCOM's objects to:
  - 9.2.1 Prevent or relieve poverty among refugees, asylum seekers, and migrants with no recourse to public funds in the United Kingdom.
  - 9.2.2 To advance the education for the public in general in the subject of asylum.
- 9.3 Unincorporated members can only be associate members. As such they are unable to vote.

## **10 Personal details**

- 10.1 All information provided by members to NACCOM must be true and accurate at the point of applying. In the event of a change of circumstances such as moving jobs, change of contact details or any other change that will affect members' profile, a member should update their profile via the Membership Update Details form (in the members' area of the website) or by emailing [office@naccom.org.uk](mailto:office@naccom.org.uk) to notify NACCOM of the changes so that they can update the NACCOM website.

## **11 Cancellation**

- 11.1 Membership services commence as soon as an application is processed, and the membership invoice is paid. A member may cancel their membership at any time, but the membership fee (and joining fee if applicable) will not be refunded.
- 11.2 Members must notify NACCOM in writing if they wish to cancel membership by emailing [office@naccom.org.uk](mailto:office@naccom.org.uk)

## **12 Transferring membership**

12.1 NACCOM membership cannot be transferred to anyone else except in the case of an individual or corporate body representing an organisation which is not incorporated, whose membership may be transferred by the unincorporated organisation to a new representative. Such transfer of membership does not take effect until the NACCOM has received written notification of the transfer.

## **13 Termination of membership.**

13.1 NACCOM membership will end if:

13.1.1 The member dies, or in the case of an organisation, the organisation ceases to operate.

13.1.2 The member sends a letter of resignation to the NACCOM National Director via the office@naccom.org.uk

13.1.3 Any sum of money owed by the member to NACCOM is not paid in full within six months of its falling due.

13.1.4 Trustees decide that it is in the best interests of NACCOM that the member in question should be removed from membership and pass a resolution to that effect.

13.2 Before trustees can decide to remove an individual or organisational member from membership of NACCOM,

13.2.1 The National Director will inform the member of the reasons why it is proposed to remove them from membership.

13.2.2 Full members may appeal this decision.

13.2.3 The National Director will give the member at least 21 clear days' notice in which to make representations to the trustees as to why they should not be removed from membership;

13.2.4 A duly constituted meeting of the charity trustees, will consider whether or not the member should be removed from membership;

13.2.5 Trustees will consider at that meeting any representations which the member makes as to why the member should not be removed; and

13.2.6 Trustees will allow the member, or the member's representative, to make those representations in person at that meeting, if the member so chooses.

## **14 Policy review.**

14.1 Trustees reserve the right to change or update the terms and conditions without prior notice.

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