

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 as members, and how members can leave.
- 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/or support to destitute people seeking asylum, refugees and migrants with no recourse to public funds may become a NACCOM member. A member may be a corporate body, or a corporate body representing another organisation which is not incorporated which provides accommodation and/or support to destitute people seeking asylum, refugees or migrants.
- 2.2. There are two 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 (CIO, CIC, 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 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. Projects providing accommodation to destitute asylum seekers but which are not formally incorporated organisations (as per 2.1) are only eligible for associate membership. Associate members can become full members once they start to offer accommodation to destitute asylum seekers, or once they become incorporated if already providing accommodation. Associate membership will not convey voting rights at Annual or Extraordinary General Meetings.

3. Joining procedure

- 3.1. Organisations who are interested in joining NACCOM must complete a written 'Membership: Expression of Interest' form (also called a Stage 1 form) which can be accessed and submitted on the [NACCOM website](#).
- 3.2. Once the relevant Network Development Coordinator has received the completed Stage 1 form, they then contact the applicant to discuss their interest in joining NACCOM by:
 - 3.2.1. confirming the details of the application, and the type of membership that they are applying for: full or associate.
 - 3.2.2. clarifying their reasons for seeking membership.
 - 3.2.3. confirming their development needs.

- 3.2.4. identifying any issues which may prevent the organisation from joining the network and communicating these as a matter of urgency to the trustees.
- 3.3. Organisations who are invited to apply for membership will then be emailed a link to the 'New Membership, Application Detail' form (also known as a Stage 2 form).
 - 3.3.1. In some cases, a Network Development Coordinator may be in communication with an organisation prior to receipt of a Stage 1 form, so a Stage 2 link may be sent without further discussion with the organisation.
- 3.4. Once the completed form has been received, the NACCOM Administrator will process the form and send out requests for references to the referees the applicant has listed on the form.
 - 3.4.1. 2 references are required from an application to be successful. They must be from a named individual from another organisation (they cannot be a staff member/trustee/volunteer of the applying organisation).
 - 3.4.2. These can be from another organisation within the refugee and migrant sector (including other NACCOM members), a Local Authority or Voluntary Development Agency.
 - 3.4.3. The membership subcommittee reserves the right to return an application if there is a need for additional references.
- 3.5. The application will then be submitted to trustees at the next Membership Sub-committee meeting:
 - 3.5.1. Trustees will confirm their acceptance of the application for membership to staff, or:
 - 3.5.2. Confirm their refusal of the application for membership, giving their reasons for doing so. The Board will also consider recommendations to refuse membership submitted by NACCOM staff (see section 5).
 - 3.5.3. If two references have not yet been returned for an organisation by the date of the Sub-committee meeting, the Trustees may approve the application pursuant to successful references being provided.

4. Acceptance process

- 4.1. Membership commences from the date of decision by the membership sub-committee. As the committee meets regularly, staff may provisionally accept the member, subject to formal approval by the trustees of the sub-committee.

- 4.2. The NACCOM Administrator emails the prospective member with a welcome pack which confirms their acceptance for membership of NACCOM. This pack also includes:
 - 4.2.1. A pdf membership certificate.
 - 4.2.2. Information about membership resources, including username and password for the Members' Area of the website, and notice that the primary contact for the organisation has been invited to join the NACCOM Google Group.
 - 4.2.3. Dates of upcoming members' meetings and NACCOM events.
- 4.3. The Administrator will also add a listing for the new member to the members directory on the NACCOM website, with information provided in the Stage 2 form.

5. Refusing an application

- 5.1. Trustees have the authority to refuse an application to NACCOM if they believe it is in the best interests of NACCOM to do so.
- 5.2. The trustees' decision to refuse an application, including their evidence for doing so, will be recorded at the sub-committee meeting. This is then shared with the NACCOM Director who will communicate the trustees' decision to the applicant, including grounds for refusal and process for appeal, within 21 days of the decision.

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 14 days of receipt of an appeal it will be considered by two NACCOM trustees. These trustees will not be members of the membership sub-committee.
- 6.4. The trustees will decide whether to accept the appeal or uphold the refusal. The final decision will be communicated to the applicant within 7 days.

7. Membership fees

- 7.1. Members pay annual fees based on the type of membership they have applied for and the size of their organisation.
- 7.2. Fees will be reviewed annually by the staff team and recommend changes for approval by the Board.
- 7.3. If membership payment remains outstanding NACCOM will notify members by telephone, email or letter.
- 7.4. Payment can be made by cheque, BACS or standing order.

- 7.5. Membership fees paid are not refundable, including in the event that NACCOM ceases operations.
- 7.6. If membership fees have not been paid after a period of 9 months and the issuing of two reminder emails and one written reminder the member will be removed from membership.

8. Benefits

- 8.1. The benefits available to all NACCOM members are outlined in the [Members' Charter](#), which is shared with prospective applicants at initial discussion with their Network Development Coordinator, and can be downloaded from a link in the Stage 2 form.
- 8.2. The specific benefits of membership (other than those provided in NACCOM's constitution) are at the discretion of NACCOM and may be varied from time to time without prior notice.
- 8.3. 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.
- 8.4. 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, people seeking asylum and migrants with no recourse to public funds in the United Kingdom.
 - 9.2.2. Advance education for the general public on the subject of asylum.
- 9.3. Unincorporated members can only be associate members, as such they are unable to vote.
- 9.4. These duties are also outlined in NACCOM's Members' Charter.

10. Contact 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 changing roles, contact details for the Members' Directory or any other change that will affect NACCOM's operations with the member, that

member should inform the NACCOM Team by emailing office@naccom.org.uk

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 will not be refunded.
- 11.2. Members must notify NACCOM in writing if they wish to cancel membership by emailing office@naccom.org.uk

12. Transferring membership

- 12.1. NACCOM membership cannot be transferred to any other organisation, except in the case of a 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.

NACCOM membership will end if:

- 13.1. An organisation's membership will end if:
 - 13.1.1. The organisation ceases to operate.
 - 13.1.2. The member sends a letter of resignation to the NACCOM Director via office@naccom.org.uk
 - 13.1.3. Any sum of money owed by the member to NACCOM is not paid in full within 9 months of its falling due.
 - 13.1.4. NACCOM 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 NACCOM can decide to remove someone from membership of NACCOM, the Director will:
 - 13.2.1. Inform the member of the reasons why it is proposed to remove them from membership;
 - 13.2.2. Give the member at least 21 clear days' notice in which to make representations to the NACCOM trustees as to why they should not be removed from membership.
 - 13.2.3. At a duly constituted meeting of the charity trustees, consider whether or not the member should be removed from membership;
 - 13.2.4. Consider at that meeting any representations which the member makes as to why the member should not be removed; and

- 13.2.5. Allow the member, or the member's representative, to make those representations in person at that meeting, if the member so chooses.

14. Data Protection

- 14.1. By applying for membership of NACCOM, each member agrees that NACCOM may use their data for the following purposes:
 - 14.1.1. NACCOM may use a member's contact details to send promotional information relating to member benefits and potentially relevant opportunities.
 - 14.1.2. NACCOM may send information and briefing material about potentially relevant sector issues.
 - 14.1.3. NACCOM may provide a member's contact details (including name, job title, and organisation) to other members who are expected to attend or participate in events and services which the member is expected to attend/participate in.
 - 14.1.4. NACCOM will store a member's details electronically in order to process applications, invoices and otherwise administer membership services.
- 14.2. Except in connection with the activities described above or where required to do so by law, we will not share your data with third parties without your permission, please [see our privacy policy](#).

15. Intellectual Property Rights

- 15.1. Copyright and all intellectual property rights in all material supplied by NACCOM to its members rests with NACCOM to the fullest extent possible.
- 15.2. Members may not reproduce, sell, hire or copy NACCOM materials without consent.

16. Review of this policy

- 16.1. Trustees reserve the right to change or update this policy without prior notice.
- 16.2. Produced: April 2026, for review April 2029