



Code of Conduct for Bylaws

Article X: Standards of Conduct and Complaint Resolution

Section 10.01 Purpose and Authority

This Article establishes standards of conduct and a fair, confidential process for addressing complaints involving members, officers, volunteers, employees, and representatives of the [Name of Military Spouse Club] ("MSC"). These provisions support the integrity, mission, and values of the MSC as set forth in its Constitution and Bylaws.

Section 10.02 Standards of Conduct

All individuals acting on behalf of MCS and participating in MCS events shall:

1. Conduct themselves with respect, professionalism, and integrity.
2. Foster an inclusive environment free from discrimination, harassment, or intimidation.
3. Treat all individuals with dignity and respect and demonstrate awareness of and consideration for diverse perspectives.
4. Act honestly and ethically, disclosing and avoiding conflicts of interest.
5. Protect confidential and sensitive information.
6. Comply with the MSC Constitution, Bylaws, policies, installation regulations, and applicable laws.
7. Use MSC funds and resources responsibly and only for authorized purposes.
8. Represent the MSC positively in public, online, and social media settings.
9. Report suspected violations through established complaint or whistleblower procedures.

Violations of these standards may result in disciplinary action, up to and including removal from office or membership.

Section 10.03 Complaints

A complaint is a written concern alleging conduct inconsistent with MSC governing documents, policies, or standards. These Complaints shall be submitted in writing through a process established by the Executive Board and acknowledged promptly. Anonymous complaints may be reviewed at the discretion of the Executive Board when supported by credible information.

Section 10.04 Review and Resolution Process

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1. Complaints shall undergo an initial review to determine scope, jurisdiction, and appropriate resolution.
 2. Individuals with a conflict of interest shall recuse themselves from the process.
 3. Minor concerns may be addressed through informal resolution or mediation.
 4. More serious or repeated concerns may be referred to an ad hoc Conduct Review Committee or the Executive Board for further review and recommendation.
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Section 10.05 Conduct Review Committee

When convened, the Conduct Review Committee shall consist of impartial members in good standing and shall operate in a confidential, advisory capacity. The Committee shall review relevant information and submit findings or recommendations to the Executive Board within a reasonable timeframe.

Section 10.06 Executive Board Authority and Due Process

The Executive Board retains final authority over disciplinary actions, which may include no action, mediation, warning, probation, suspension, or removal from office or membership.

Removal from office or membership shall require a two-thirds (2/3) vote of the Executive Board after notice and an opportunity for the respondent to be heard.

Section 10.07 Notification and Fair Treatment

Respondents shall be notified when a complaint proceeds beyond preliminary review. Notification shall be confidential, professional, and neutral, and shall not imply a determination of wrongdoing. The respondent shall be informed of the nature of the concern, the process to be followed, and their right to respond.

Section 10.08 Appeals and Rebuttal

Respondents shall be afforded a reasonable opportunity to submit a written response or appeal. Appeals shall be reviewed by impartial individuals not previously involved. Appeal decisions shall be final unless otherwise provided in these Bylaws.

Section 10.09 Whistleblower Protection

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The MSC encourages good-faith reporting of suspected violations. Retaliation against any individual who reports concerns in good faith is strictly prohibited.

Section 10.10 Conflict of Interest

Officers and board members shall disclose actual or potential conflicts of interest and recuse themselves from related discussions or votes, consistent with MSC policy.

Section 10.11 Employees

Complaints involving employees shall be handled in accordance with this Article, applicable employment laws, installation guidance, and MSC policies. Final disciplinary authority rests with the Executive Board.

Section 10.12 Confidentiality and Records

All complaint-related records shall be handled confidentially and maintained in accordance with MSC recordkeeping policies and legal requirements.

Section 10.13 Communication Standards

All communications by any party shall be professional, factual, neutral, and concise, and no public statements shall be made while a matter is under review. Official notice and substantive communications shall use approved templates, occur only through authorized channels (excluding informal or social media platforms), and be retained in the confidential case file.

Section 10.14 Training & Orientation

The Executive Board and CRC pool shall complete annual orientation on this SOP, including confidentiality, conflicts of interest, due process and scenario-based exercises, with acknowledgment documented. Refresher training may be provided as needed or midyear.

Section 10.13 Review

This Article shall be reviewed periodically by the Executive Board to ensure continued compliance with legal, ethical, and installation requirements.



COUNCIL
FOR MILITARY SPOUSE CLUBS

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