



MWGC POLICIES FOR ADMINISTRATION AND RECEPTION

PLEASE READ

Members please note the following,

- 1. Admin and reception staff are there for your benefit, please remain polite at all times**
- 2. All staff at MWGC are bound by a code of conduct and must offer the members service to the best of their ability**
- 3. No staff member or official will accept rudeness or abuse at any time**
- 4. Staff are obliged to act within the policies of MWGC and if unable to provide the required level of service are instructed to pass on the relevant documents to pursue any matter further**
- 5. All unresolved matters will be referred to the Board of Directors**
- 6. The Board will respond as soon as practical**
- 7. Any remaining unresolved matters will be referred to our legal advisors**
- 8. MWGC reserves the right to ask any member to leave if their actions cause staff or other members to feel threatened or at risk.**

***Copies of Codes of Conduct are available to all members upon request.**

***Any breaches of these codes will be considered serious and memberships may be revoked**

Ian Hardy

Chairman MWGC