



# VATNZ Staff Code of Conduct

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## 2. Document Control

VATNZ Document Template Version 1.1		
Date	Version	Description
10 February 2023	1.0	Release.

### 2.1 Change Process

- 2.1.1 Amendment proposals can be made by emailing the Division Director.
- 2.1.2 This document will be reviewed every twelve months from the latest release date by the Division Director

### 2.2 Document Purpose

- 2.2.1 This document contains expectations and requirements for VATNZ Staff conduct.

### 2.3 Applicability

- 2.3.1 Applies to the VATNZ Board, any person holding a staff position within a department, a moderator on any forum or the VATNZ discord, and anyone who has a VATNZ email address.

### 3. General Information

- 3.1.1 Historically there has always been a tiny minority within the organisation that take pleasure in attempting to disrupt or antagonise staff. VATNZ staff members should not be drawn into arguments. If necessary, refer the matter to a VATNZ Board Member or moderator.

### 4. General Principles

- 4.1.1 VATNZ staff must be familiar with all VATSIM policies, such as the Code of Conduct, the Code of Regulations, and the Safe Guarding Minors policy, and ensure they always comply with those documents.
- 4.1.2 VATNZ staff must be familiar with all VATNZ policies and ensure they are always compliant with those policies
- 4.1.3 VATNZ staff are expected to conduct themselves with honesty and integrity.

### 5. Staff Conduct

- 5.1.1 VATNZ Staff will ensure that they conduct themselves professionally when interacting with other VATSIM members both online and outside the network.
- 5.1.2 The VATNZ Board and staff operate in a privileged position. All information in the VATNZ and VATSIM environment is considered private and should not be shared beyond the intended board or staff members.
- 5.1.3 VATNZ staff will ensure that personal information regarding another member is not shared.
- 5.1.4 VATNZ staff with VATSIM Terminal access will ensure they always abide by the VATSIM policy relating to that access and should notify the Division Director should their access be withdrawn by VATSIM due to a policy breach.
- 5.1.5 VATNZ email / Back end accounts must only be used for VATNZ related business.

## 6. Breach of Policy

6.1.1 For the purposes of this process, there are five interested groups in any complaint alleging a Breach of Policy:

1. the complainant;
2. the direct victim of the breach (if any);
3. the person alleged to have committed the breach;
4. the Division Director or Deputy Director who responded to the complaint; and
5. the full VATNZ Board.

### 6.2 Reporting a Breach of Policy

6.2.1 Any breach of policy should be reported to the Division Director and Deputy Director via email or the Feedback form.

### 6.3 Response to a Report of Breach of Policy

- 6.3.1 Either the Division Director or Deputy Director will respond to the complaint.
- 6.3.2 They have the authority to take any immediate remedial action they deem necessary and appropriate to the nature of the reported breach.
- 6.3.3 The response to any complaint, including a description of any remedial actions taken, will be notified to each of the interested groups.

## 7. Review/Appeal of Handling of Breach of Policy Complaint

### 7.1 Requesting a Review

7.1.1 Any of the interested groups can request a review of the complaint and the imposed response, within 30 calendar days of the initial response being notified.

### 7.2 Review Panel

7.2.1 Should a review of the response be requested, it will be undertaken by a Review Panel consisting of:

1. Whichever of the Division Director or Deputy Director did not respond to the complaint; and
2. Two other VATNZ Board members.

7.2.2 No person who is the subject of a breach report can be involved in determining the response to it, or in the review of that response. Any complaints against the Division Director should be raised with the Regional Director.

## 8. Review Scope

- 8.1.1 The review will assess whether to response complied with the Breach of Policy Complaint Process, whether a breach occurred, and whether the response and any imposed remedial actions were appropriate to the nature of the breach.
- 8.1.2 The Review Panel will report its findings to each of the interested groups.
- 8.1.3 It may:
  - Fully or partially concur with the initial response and imposed remedial actions.
  - Fully or partially overrule the initial response and imposed remedial actions.
  - Impose an alternative response to the complaint.
  - Make any other recommendations to the VATNZ Board that are relevant to the complaint, or the wider Breach of Policy process.