

## BYE-LAW 13

### Constitution of Lancaster LNL

#### B13.1 Objects

B13.1.1 The primary objective of Lancaster LNL is to provide a non-directive, non-judgmental, confidential, anonymous and empathetic listening service.

B13.1.2 Lancaster LNL shall be run solely by students, for students.

B13.1.3 Lancaster LNL shall be open to receive telephone calls every night during term-time between 2200-0800, and for the same hours during Intro Week at the start of each academic year.

B13.1.4 Lancaster LNL shall provide an Electronic Listening Service to be operated during normal opening hours as specified in B13.1.3.

B13.1.5 Lancaster LNL will train volunteers to offer these services.

#### B13.2 Membership

B13.2.1 Membership of Lancaster LNL is open to any member of Lancaster University Students' Union who is a registered student of Lancaster University.

B13.2.2 All eligible volunteers are in B13.2.1 have the right to attend training and apply for selection to operate the listening service. However, only upon successful completion of all requirements of the training and selection can a person become a member of Lancaster LNL.

B13.2.3 The Service Director shall, in consultation with the selectors and Training Officer, have the final decision in all matters related to admission of new members.

B13.2.4 Having fulfilled the training requirements a member must adhere to all policies, frameworks, guidelines and procedures laid out in, or referred to by, this Constitution, and all policies passed by a general meeting that satisfies the requirements of quoracy. A member not complying with this requirement shall be referred to the Service Director for disciplinary action in accordance with this Constitution.

B13.2.5 Only members of Lancaster LNL can vote at LNL meetings, propose

motions to LNL meetings, be a candidate, or propose or second a candidate, in any LNL elections.

B13.2.6 No subscription fee is to be charged for membership of Lancaster LNL.

### B13.3 Government and Administration

B13.3.1 LNL is a sub-committee of the Union Council. As such all affiliations and amendments to this constitution require Union Council approval before taking effect.

B13.3.2 LNL shall be run by an Executive Committee which is headed by the only non-anonymous member of LNL, the Service Director.

B13.3.3 The sovereign body of LNL shall be a General Meeting, subject to the ultimate authority of the Union Council.

B13.3.4 All financial matters are subject to Union financial regulations.

B13.3.5 All orders over the sum of one hundred and fifty pounds sterling must be countersigned by the Welfare Services Manager or Education and Welfare Sabbatical Officer.

B13.3.6 LNL, as a sub-committee of LUSU, is subject to the terms and conditions of the Safety Framework. LNL must also abide by all University Rules and relevant procedures (including Safety and Security procedures).

B13.3.7 A statistical report regarding the number and type of calls, and the number of e-mails, received must be provided to the Education and Welfare Officer and Welfare Services Manager in the third week of every term, detailing calls received during the previous term.

B13.3.8 At least two LNL members must be on duty at all times when the Service is operating.

### B13.4 Meetings

B13.4.1 There shall be a General Meeting held at least once during each term, at a time and venue determined by the Service Director, and members shall be notified not less than 5 days before the scheduled meeting.

B13.4.2 There shall be an Annual General Meeting each academic year, in the eighth week of the Summer Term. At this meeting the LNL Executive Committee must present a report of all activities for the previous year. The elections for the LNL Executive Committee shall also take place at this meeting.

B13.4.3 Where appropriate, extra meetings; i.e. Emergency General Meetings may be called by the Service Director, or by three quarters of the Committee. No less than 24 hours notice must be given to members for an Emergency Meeting.

B13.4.4 The Emergency Meeting shall only discuss the matter for which the meeting was called. It shall not be competent to transact any financial business or to confirm any minutes of previous meetings.

B13.4.5 All resolutions passed at any meeting shall be carried by a simple majority of all those present and voting, other than a vote of censure or no confidence in an officer, or to make a constitutional amendment, when a qualified majority shall be required.

B13.4.6 In the case of amendments to this constitution, or a motion of no confidence or censure in any officer, at least five days written notice must be given to all members.

B13.4.7 No General or Extraordinary Meetings shall be held during University vacations.

B13.4.8 Only members who are active members may vote at a General or Extraordinary Meeting.

B13.4.9 The Union Education & Welfare Officer and the Welfare Services Manager may request to attend any LNL meeting by giving notice to the Service Director in writing at least four days before the meeting.

B13.4.10 The quorum of General and Emergency Meetings shall be one half of the registered members of LNL, both active and inactive. Failure to obtain such a quorum shall mean that the meeting shall have no constitutional competence.

## B13.5 LNL Executive Committee

B13.5.1 Lancaster University Students Union shall be ultimately responsible for the government and administration of LNL in conjunction with the LNL committee, through liaison with the Service Director.

B13.5.2 The LNL Executive committee shall be responsible for:

- a) running the training programme including ongoing training as required;
- b) informing the membership of the location and time of training, social events, meetings and matters arising from calls, conferences etc;
- c) anything mandated to it by a General Meeting or a weekly meeting;
- d) their individual duties as outlined in the Job Roles Policy.
- e) seeing that all safety and training requirements are fulfilled
- f) ensuring that at all times LNL acts in full pursuit of the aims and Objects of this constitution and any subsequent procedures or regulations are adhered to.

B13.5.3 Members of the LNL Executive Committee shall be elected at the Annual General Meeting in Summer Term and shall take office from the Monday in Week 10. This shall include a hand over period between the incoming and outgoing Executives in the last two weeks of the Summer term.

B13.5.4 Any member of the Executive may resign, but must give one week's notice in writing to the Service Director who will report this to the Executive Committee. In the case of the Service Director resigning, written notification must be handed to the Executive Committee and the Union President, giving two weeks' notice.

B13.5.5 In the event of the Executive Committee being temporarily without any of its members, excluding the Service Director, the Service Director may reallocate their duties to other members of the Committee until such time as a successor has been elected.

B13.5.6 In the case of the Service Director resigning, the Executive Committee shall elect from within the Committee an officer who shall act as temporary Service Director, liaising anonymously with the Union, submitting apologies to meetings as required and will run elections for a new Service Director, to be elected within ten days.

B13.5.7 Failure of Executive Committee members to fulfill their duties and responsibilities as laid out in the Job Roles Policy, or by resolutions of general meetings, without reasonable excuse is sufficient grounds for a motion of no confidence.

B13.5.8 LNL Committee meetings can be called

- a) By the Service Director or
- b) By the request of at least five Committee members in writing to the Service Director.

B13.5.9 The Executive Committee shall meet once per week in term time, and shall be called, convened and chaired by the Service Director. If necessary a second meeting may be reconvened later in the week to resolve any unfinished business.

B13.5.10 Any member of the Executive Committee shall cease to hold office if they are absent, without acceptable apologies to the meeting, for three meetings in a term of office, or two consecutive General Meetings. The Volunteer Coordinator shall have the final say in the determination of whether or not an apology is deemed to be reasonable, having regard at all times for the responsibility placed upon Officers to carry out the duties for which they were elected.

## B13.6 Elections

B13.6.1 All elections will be run in accordance with LUSU guidelines as outlined in their constitution.

B13.6.2 LNL's Service Director will take the role of acting returning officer (ARO) unless standing for a position themselves in which another member of the Executive Committee will become ARO.

B13.6.3 All candidates must be nominated by a proposer and seconder, both of whom must be active members of Lancaster LNL.

B13.6.4 All elections are preceded by speeches by the candidates not exceeding five minutes in the case of Service Director and two minutes for all other posts. This is followed by questions to the candidates, which the Service Director shall direct.

B13.6.5 Candidates unable to attend must send written confirmation of their intention to stand and this must be read out by the ARO after the speeches from the other candidates. If no confirmation is received, exclusion from the election will result. A vote shall then be taken by secret ballot.

B13.6.6 All ballot papers must be retained by the Service Director for at least twenty-one days from the date of the election.

B13.6.7 Any complaints regarding elections should at first be taken to the ARO. His/her decision can be appealed to the Union Elections sub-committee whose decision is final, subject to the complaints procedure set out in 13.8 of this Constitution.

## B13.7 Constitution

B13.7.1 In the event of any disagreement as to the meaning of this constitution, the decision of a General Meeting shall be final and binding, subject to the authority of the Union Council and the Complaints Procedure of the Union.

## B13.8 Complaints Procedure

B13.8.1 The following complaints procedure is in effect for the members of the Organisation to lodge a complaint involving the Organisation;

B13.8.2 If a member is unhappy with any aspect of LNL, the way they have been treated by a member of the LNL Executive Committee, or have any other issue which they feel needs to be formally addressed they should follow the procedure below:

B13.8.3 In the first instance, the member should contact an experienced member of their village. If they are unable to assist, or the member is unhappy with their response, they will direct the member to the Welfare Officer.

B13.8.4 The Welfare Officer will listen to the member's complaint, and will do everything in their power to resolve it. If the member remains dissatisfied, or the Welfare Officer feels that it is necessary to, they will refer the matter to the Service Director. In this instance, the Welfare Officer will attend meetings with the member, and assist them in raising the complaint.

B13.8.5 It is the Service Director's responsibility to act in good faith and in an unbiased manner at all times, and to strive to resolve the member's complaint as amicably and positively as possible. If it is thought necessary, or the complaint cannot be handled in an unbiased manner, the Service Director will involve the Education and Welfare Officer in LUSU. The resolution of the complaint will remain the responsibility of the Service Director, at all times.

## B13.9 Disciplinary Procedures

B13.9.1 Disciplinary procedures will be followed for breaches of policies, tenets, frameworks and/or procedures.

B13.9.2 The Service Director and the Volunteer Coordinator shall have

responsibility for the disciplinary procedures, having in mind that the Service Director has overall responsibility for the operation and administration of LNL.

B13.9.3 Should disciplinary procedures be required to be taken against the Service Director or the Volunteer Coordinator, the LNL Executive Committee shall follow this procedure acting when a three-fourths majority (excluding the officer/s subject to disciplinary procedures) is achieved.

B13.9.4 There shall be three levels of disciplinary action, Level I, Level II and Level III.

B13.9.5 Level I shall apply when actions are subject to the Four Strikes Policy, and shall be administered by the Volunteer Coordinator.

B13.9.6 Level II shall apply for breaches not covered by the Four Strikes Policy, and shall include actions that bring LNL into disrepute. Sanctions are limited to a suspension of the member(s) in question for a period between one and five weeks. During this time, the suspended member may not operate the service, attend socials or vote at any meeting. However, attendance shall still be compulsory at all training sessions.

B13.9.7 Level III shall apply for breaches that are considered by the Service Director to be graver than those covered by Levels I or II, and can also be applied in cases where a member has repeated the same or similar breach as in the past. At the discretion of the Service Director, all breaches of Anonymity and Confidentiality may immediately be subject to disciplinary action at this level. Level III sanctions are limited to a suspension of the member(s) in question for a period greater than five weeks, or expulsion of a member.

B13.9.8 If a member is expelled from LNL under clause B13.9.7, their readmission into the organisation shall not be permitted until the next academic year. At that time, the member in question shall be required to attend training and selection again.

B13.9.9 All members have the right to appeal any disciplinary decision made. This should be done using the complaints procedure in B13.8.

## Appendix A - The 5 Tenets

**Anonymity** All LNLrs must try to remain anonymous in order to protect themselves and their callers.

**Confidentiality** All calls to LNL are completely confidential and details may never go out of the office.

Non-Judgmental LNLrs never judge their callers; all of our callers are equally accepted, no matter what views they hold.

Non-Directive LNLrs never advise callers because members can never know all sides of a situation. Ultimately, callers must always remain in control of their own lives.

Empathy Members attempt to put themselves in the caller's place and understand how they feel.

## Appendix B – Current Policies, Procedures, Frameworks and Guidelines

To ensure this list is kept updated this constitution should be added to every January.

### Policies

Equality and Diversity Policy

Four Strikes Policy

Job Role Policy

Manipulative, Abusive and Threatening Calls Policy

Silent Call Policy

Suicide Policy

Telephone Masturbator Policy

Terrorist Policy

### Frameworks

Anonymity Framework

Village Support System Framework.