



Voice4Change-England (V4CE) Membership Terms & Conditions

Thank you for becoming a Voice4Change-England member. The following are our terms and conditions of membership, and you should read them carefully as they set out your rights and obligations as a member of Voice4Change-England (a "Member" or "you" in what follows). These terms and conditions are based on our charitable constitution.

1. Background

Voice4Change-England is a registered charity, number 1140624 of 2c Falkland Road, London, NW5 2PT and will be referred to as V4CE or "we" in these terms and conditions.

Voice4Change England (V4CE) is a charity and national advocate for the Black and Minoritised voluntary and community sector (BME VCS). V4CE is committed to achieving this by the following:

- Increase the involvement of the Black and Minoritised VCS in shaping national policy development and decision-making
- Increase awareness of the Black and Minoritised VCS' impact and value
- Seek resources and improve the capacity of VCOs to meet the needs of Black and Minoritised and other disadvantaged communities
- Participate in the planning and management of Third Sector initiatives

"Black and Minoritised Ethnic" as defined by the Law Society and as used by V4CE means a recognition that individuals have been minoritised through social processes of power and domination rather than just existing in distinct statistical minorities. It also better reflects the fact that ethnic groups that are minorities in the UK can be majorities in the global population. This phrase is used for all minoritised communities in the UK.

You can read more about [Our Strategy](#) and [Us](#).

2. Type of Memberships V4CE Offers

We offer two types of memberships but differentiate them whether you are applying on behalf of your organisation (Organisational) or on behalf of yourself as an individual (Individual). The table below states our eligibility criteria. To register, click the links below and complete the form.

<u>Full BME Organisation Membership</u>	V4CE defines a BME organisation eligible for full membership as a non-profit organisation with over 50% of Board Members of BME background based and operating in the UK. Full Organisational Members have the right to vote at the Annual General Meeting.
<u>Full BME Individual Membership</u>	V4CE defines BME individuals eligible for full membership as an individual of BME background interested in racial equality living in the UK. Full BME Individual Members have the right to vote at the Annual General Meeting.
<u>Associate Non-BME Organisational Membership</u>	Organisations with less than 50% of Board members representing BME communities are eligible to apply for Associate Membership. If the organisation meets the criteria of the BME organisation but is based outside of the UK, it is only eligible for Associate Organisational Membership.
<u>Associate Non-BME Individual Membership</u>	Individuals who are not of BME background but are interested in racial equality and/or support V4CE work. If an individual is of the BME background but resides outside of the UK, they can only apply for Associate Individual Membership.

3. Your details

3.1. All applications for membership shall be treated as if the terms of the Consumer Protection (Distance Selling) Regulations 2000 and EC Directive 97/7/EC applied for the purposes of cancellation. Accordingly, any cancellations in respect of these must be made within seven working days of the application being made. Cancellation must be sent by email to enquiries@voice4change-england.co.uk

3.2. You are responsible for informing us of changes to your personal details. If you are registered on our membership platform, you can change your details there. Please note that if you are provided with individual passwords for access to our online services, these must not be shared with anyone else.

3.3. All Members agree that email addresses and other personal details provided to V4CE may be used for administrative purposes and to fulfil your V4CE membership, this will include the V4CE membership e-newsletter.

3.4. V4CE may send you invitations to take part in surveys or focus groups to ask for your help to shape V4CE's work.

3.5. V4CE may send you information about our services via email, text message or phone where we feel this would be of interest to you and you have provided your consent to hear from us in this way.

3.6 You can opt out of these V4CE membership communications at any time, although they form part of your Membership benefits. In your account, you can set up your notification preferences. Alternatively, contact us on enquiries@voice4change-england.co.uk

3.7 If you wish to change how we contact you then please inform us in writing by email at enquiries@voice4change-england.co.uk. You can also unsubscribe from V4CE emails via the unsubscribe link at the bottom of the email.

3.8 Renewal of V4CE membership is automatic on an annual basis from the date of the membership is open.

3.9 V4CE uses the personal information that you provide us to deliver our Membership services. We take your privacy seriously and promise to never sell your data. You can find out more about your rights, how we use your personal information and how we keep your details safe and secure by reading our [GDPR Policy](#).

4 V4CE Membership Term

4.1 All Members shall access our membership for free.

4.2 V4CE membership is renewed annually, membership shall operate for 12 months from the

date immediately following the end of your previous membership.

4.3 Voice4Change-England reserves the right to withhold membership rights and benefits at our absolute discretion for any period where there has been a breach of Terms&Conditions. For members renewing their annual membership, this may mean that membership rights and benefits are withheld until we make a further decision on the membership's continuity.

5 Membership package

5.1 As a Member of Voice4Change-England you are entitled to:

- Free or discounted access to our events, workshops, webinars, and insights from the sector with priority bookings for full members
- E-newsletter with insights from the sector, funding opportunities and more
- Full BME members have full Voting rights for trustees.
- Full access to our Library with our resources including recording of our workshops. Please read section 6 on the copyrights for our materials.
- We will be happy to share your organisational events/ workshops/ news in our e-newsletter.
- Invitation to our Annual General Meeting each year
- As our member, upon your request, we can provide you with free 1-2-1 support that helps to build stronger capacity and resilience for your organisation. You can request 3 free support sessions per quarter.

5.2 However, V4CE reserves the right to vary, amend or withdraw these rights and benefits at our discretion.

5.3 Each Full BME Member is entitled to one vote. Each Associate Member is entitled to voice their opinion.

6 V4CE materials

6.1 Unless stated otherwise, all publications and materials supplied to Members are the copyrighted work of V4CE. Members may not reproduce, transmit, distribute, sell or commercially exploit these materials without the prior written consent of V4CE or to the extent expressly permitted by law.

6.2 All information provided by V4CE to Members is on an "as is basis". Whilst V4CE makes all reasonable efforts to ensure the accuracy and relevance of all such information we cannot guarantee the completeness, quality, or non-infringement of third parties rights in relation to these materials.

7 Application

7.1 V4CE may at its absolute discretion refuse the application of an individual or an organisation to become a member without having to give any reason for its decision. An applicant whose membership application is refused has the right to appeal to V4CE's Board of Trustees, and the Board of Trustees will re-consider the application in the light of any further information provided by the applicant before reaching a final decision as to, whether or not, the individual should be admitted as a member.

7.2 To become a member, you must be a minimum age of 16 years old at the time of application. This applies also to those who register on behalf of an organisation.

7.3 Once you complete the registration form based on the matching eligibility criteria, you will be asked to create an online account. Having this account will allow you to access the benefits of your membership, receive and send communication to us in an easier manner, and access our Forums and Library with resources available to support you and/or your organisation.

7.4 You will be asked to create your own password. Please use the criteria for a strong password as recommended: at least 8 letters, at least one capital, and at least one symbol. We ask you not to share your password with anyone. V4CE staff will never ask you to provide us with your password.

7.5 You can make any personal changes to your account profile. Please be aware that other members can only see your name/organisation, any other details are hidden. However, you may allow visibility of any of your details by changing your account preferences.

7.6 If you wish to close your account, you can do it anytime. Please get in touch with us at enquiries@voice4change-england.co.uk.

7.7 We ask all of our members on our platforms and shared forums to be respectful of each other. V4CE does not tolerate any abusive language or any other form of abusive behaviour towards our staff and/or other members. For security reasons, please log out every time you leave your online membership account.

7.8 As a member you have priority booking when signing up for our workshops and events. We would like to ask you to inform us in advance if you cannot attend, so we can offer the place to other potential attendees. Please let us know at least 24 hours prior to the event.

8 V4CE Due Diligence

8.1 We reserve the right to do our due diligence checks prior to confirming your membership. We trust that you provide us with the most accurate answers to our questions on the right membership form.

8.2 We rely on the checks from Charity Commission and/or Companies House. We also may do our diligence checks on social media.

8.3 For groups such as community groups and non-registered charities, we may ask you to provide us with your governing document and/or get in touch to verify your details. While for some membership organisations, an annual income determines the fee, our membership is free. However, it is important for us to verify that full membership is assigned only to BME-led groups and individuals.

8.4 As for the individual member, we check social media when available to make sure we share similar values, to avoid conflict of interest. We may contact you if we need to clarify any information.

8.5 If we conclude based on the due diligence checks that you have provided us with false details, we will contact you to understand the reasons. We reserve the right to reject your application or terminate your existing membership if we think it was unjustified reason.

8.6 We will provide our decision on this matter within 7 working days but no longer than 10 working days.

9 Liability

9.1 In no event shall V4CE be liable to Members or to any other third party, or any special, incidental or consequential damages (however arising, including negligence) arising out of, or in connection with services, benefits and/or products supplied by V4CE.

9.2 Nothing in these terms and conditions excludes liability for death or personal injury caused by V4CE negligence or for fraud or fraudulent misrepresentation.

9.3 In the process of funding opening, all our members are subject to the same assessment as any other applicants. Your membership does not guarantee you any funding or an advantage in the process of selecting successful grantees.

10 Complaints

10.1 In the unlikely circumstances of a dispute, if you are dissatisfied with our services and/or membership or feel you have been mistreated in any way, you have the right to complain to us. We would like to ask you to always submit your complaint to us by email at enquiries@voice4change-england.co.uk. Please provide us with the full details of the circumstances and your complaint.

10.2 Based on the evidence we will fully investigate your complaint. We require at least 7 working days to be allowed to inform you of our resolution of your complaint, but not longer

than 10 working days.

10.3 If you are not happy with our resolution to your complaint, you have the right to complain to our Board of Trustees in writing by email. It is important that you include why you think the resolution is not satisfactory. Our Board of Trustees will launch a new investigation to make their decision. We will inform you of this within 7 working days from the day of complaint to our Board of Trustees but no longer than 10 working days.

11 General

11.1 The rights of a Member are personal and cannot be transferred or assigned.

11.2 Membership rights shall cease on a Member's death or an individual ceasing to be a Member, and when an organisation dissolves/ is removed from the Charity/Company register.

11.3 These terms and conditions shall be governed by and interpreted in accordance with English law and any dispute shall be subject to the exclusive jurisdiction of the English Courts.

11.4 We value our members highly and your feedback is important to us. Please feel free to email us any suggestion you think would help us to provide better services and/or let us know what you think V4CE does well and whether you would like us to continue.

11.5 We invite you to connect with us on social media and help us develop stronger networks with other BME organisations and individuals interested in/or involved in racial equality work with social media presence. Please follow us on our social media:

<https://twitter.com/V4CE>

<https://www.facebook.com/VoiceforChangeEngland>

https://www.instagram.com/voice4change_england/

<https://www.linkedin.com/company/5007251/admin/>

Our website <https://www.voice4change-england.org/>



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