

# Terms of Reference for Bristol Credit Union Members Forum March 2016

## **1. Purpose**

- a. To represent members views to the Board clearly of a positive and /or negative nature.
- b. To provide feedback to the Board on matters referred to it by the Board and/or members.

## **2. Governance**

- a. The member forum is run by members for members.

## **3. Membership and Accountability**

- a. The forum is open to every member of the Credit Union.
- b. The term of office for the Secretary and Co chairs will be one year.
- c. The Co-chairs of the members' forum will be elected by the members but cannot be the chair of the main board of directors.
- d. A secretary role must be appointed from the members of the committee to ensure that meetings are properly minuted and records are kept.

## **4. Meetings**

- a. The members' forum will meet at least four times a year.
- b. A quorum is three members of the members' forum, if less than 3 meeting will then not take place.
- c. Minutes of members forum meetings to go to (Secretary) of board for circulation to the Board.
- d. The members' forum may invite any individual, whether internal or external to attend all or part of any meeting in whatever capacity the chair of the members' forum deems appropriate.

## **5. Duties**

- a. The members' forum acts as a communication channel between the members and the Board.

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- b. The members forum to provide feedback to the Board on issues such as:
  - Potential growth and/or development of the Bristol Credit Union
  - Changes to services delivered by Bristol Credit Union
  - Improvements and/or changes in ways Bristol Credit Union communicates with its membership
  - Any other matter that the Board and/or membership feel needs to be looked at
  
- c. The members forum cannot comment/influence or change decisions on individual cases
  
- d. The members forum is an advisory forum and has no executive powers

**6. Reporting Procedures**

- a. Along with minutes being circulated accordingly, they will be posted onto the members' area of BCU website.

**7. Administrative Support**

- a. Administrative support will be provided by a member of the management team identified by the senior manager / CEO.
- b. Minutes of member form meetings will be produced by the forum and circulated accordingly.

**8. Review**

These terms of reference will be reviewed annually in February by the members' forum and noted by the Board of Directors.

Approved by the Members Forum 03 March 2016