

GSA Event Code of Conduct

This code of conduct applies to all GSA conferences and events, including social events and virtual events on public or private platforms. All delegates, speakers, volunteers, exhibitors, staff members, service providers and others associated with our events are expected to abide by this Code of Conduct. By registering for, participating in or working at a GSA conference or event, you agree to the terms of GSA's Code of Conduct. GSA is committed to providing a safe, productive and welcoming space at our events. We want people to feel that they are in a safe and supportive environment. We do not tolerate discrimination, including discrimination related to age, disability, gender identity, marriage and civil partnership status, pregnancy and maternity, race, religion or belief, sex or gender reassignment. We do not tolerate sexual harassment. We are committed to providing opportunities for discussion and exploration of challenging topics during our events. We believe there is immense value in being exposed to new viewpoints, including those that challenge our way of viewing the world. GSA events are a place for thought-provoking conversations, but those conversations can take place only when everyone feels safe and respected. Delegates are therefore expected to consider their language, privilege and context when discussing sensitive material or topics. While offence or harm is often not intended, it is important to remember that our exhibitors, delegates and invitees represent a range of groups and have diverse experiences. The impact of behaviours, interactions and communications should be taken into consideration. Unacceptable behaviour includes harassment including sexual harassment, intimidation or discrimination in any form. Verbal or physical abuse of any delegate, speaker, volunteer, exhibitor, staff member, service provider or other person at an event is unacceptable. If you experience or witness harassment, or hear of an incident of unacceptable behaviour, GSA asks that you contact a member of staff immediately so that appropriate action can be taken. Examples of verbal abuse include, but are not limited to, comments related to protected characteristics, gender, sexual orientation, disability, physical appearance, body size, race, religion or national origin. GSA rejects misogyny, misandry and does not accept sexualised 'banter'. Disruption of presentations during sessions or at other events organised by GSA is unacceptable.

All participants must comply with the instructions of the chair and event staff. Chairs are responsible for intervening and/or reporting unacceptable behaviour. Please see Complaint Management below for how to report unacceptable behaviour and what you can expect after doing so.

Complaint Management

If you are a delegate, speaker or exhibitor at a GSA event and wish to make a complaint about another attendee, you can talk to any GSA staff member, who will direct your complaint to the complaint manager; in each case the complaints manager will be the most senior person available at the event. If the event is virtual, please contact us at events@gsa.uk.com. In advance of each event, GSA will nominate a complaints manager who will be responsible for managing complaints received.

The complaints manager will take a short statement from the complainant detailing the nature of the complaint and all relevant circumstances, which the complainant will be asked to sign and date.

The complaints manager will decide whether any action can or should be taken immediately at the event. Wherever possible, complaints will be resolved informally at the event. If this is not possible, complaints will be investigated once the event has finished.

If the complaints manager decides that immediate action cannot or should not be taken at the event, the complainant and the person or people to whom the complaint relates (the respondent or respondents) will be notified of this outcome and of the procedure for investigation following the event.

Complaints made after an event should be received by the complaints manager within five working days of the end of the event and will be passed to the GSA Committee for agreement on a resolution. If the complainant wishes to add to a statement given to the complaints manager at an event, they should do so within the same period. The complainant should provide copies of any other documents on which they wish to rely.