



Members' Charter

DACCS is a not-for-profit membership organisation which exists to promote and protect the copyright of visual creators in the UK and worldwide. This Members' Charter sets out the principles governing membership of DACCS and the standards of service that you, our Members, can expect from us. Its purpose is to enshrine our commitment to you, ensuring that you are fully aware of what DACCS should be delivering and to set out a means of redress if we fail to meet our commitments. This Members' Charter will be observed by all staff and directors at DACCS.

Our aims

In everything we do, DACCS will be:

- Inclusive
- Professional
- Transparent
- Consultative
- Accountable
- Inclusiveness

We will embrace the widest possible range of visual creators and their heirs, irrespective of type, experience, or commercial success. We recognise the fact that visual creators may choose different ways of defining themselves and may practice in more than one discipline. We will be inclusive by respecting equality of opportunity and eliminating barriers to membership.

Professionalism

We will provide services of the highest possible standard. Members will receive consistent standards of service.

Our staff will:

- treat you with courtesy, respect and consideration at all times
- identify ourselves by name when we communicate with you and listen and respond appropriately
- conduct ourselves with efficiency, integrity and fairness

We will constantly review and update our services and strive for continuous improvement in quality, efficiency and cost effectiveness.

We will provide a fair and simple procedure for you to use in order to express dissatisfaction about any aspect of the service you receive.



Transparency

As a not-for-profit organisation, DACS is committed to retaining only sufficient levels of commission to facilitate the ongoing viability of the organisation. The rates of commission will be agreed by the Board of Directors and will be reviewed at least annually. The rates of commission will be transparently published in our annual report on royalty distribution rules, procedures and results. This will be freely available and any changes in the rate of commission will be specifically communicated to the Membership in a timely manner.

DACS will continue to publish and make available its annual report and to post updates on its work and news on its website, www.dacs.org.uk.

Consultation

DACS is committed to ensuring that the interests of our Members are understood and reflected throughout the organisation. As well as reflecting this in the constitution of the Board of Directors, which will comprise substantial representation from the visual creators' community, DACS will consult a Creators' Council to ensure that the views, interests and concerns of visual creators are heard and comprehended and that this perspective informs and guides the governance and strategic direction of DACS.

A Creators' Council will exist which is designed to give genuine influence on the decision making process as well as the social and cultural policy of DACS. With a maximum of 18 places, the Creators' Council will include at least three Creator Members of DACS and be designed to reflect the diversity of artistic stakeholders. It will be operated in such a way that its participants are free to comment on the development of services, benefits and activities, ensuring DACS is genuinely informed and guided by its artistic constituency. The Creators Council shall have the power to make recommendations to the Board, which the Board shall be bound to consider.

Opportunities to apply for a seat on the Board of Directors and/or to participate in the Creators' Council will be advertised on the DACS website and brought to the attention of Members through targeted communications (such as a newsletter).

Accountability

If we do not perform to your satisfaction, we want to hear from you. You can make your complaint by telephone, email or letter by following this procedure:

Step 1: Address your communication to the complaints officer.

Step 2: If you remain dissatisfied with our response to your complaint, let us know so that we can refer the matter to our Chief Executive.

Step 3: In the event that you continue to remain dissatisfied with our response to your complaint, please let us know so that we can refer the matter to our Board of Directors, which will investigate the matter further.



At each stage of the complaints procedure, we will investigate the complaint thoroughly and objectively and will respond to you comprehensively within ten working days of receiving your complaint.

We will strive to maintain the standards set out in the complaints procedure. However, in the event that we are unable to respond within the timescales we will let you know without delay.

Review and evaluation

The effectiveness of the Members' Charter will be evaluated at least annually by the Board of Directors.

Changes to the Members' Charter will only be made with the consent of the Creators' Council.

DACS, November 2007