Member Accountability Policy

Effective Date: 11/1/2026

Member Expectations

All WSBB members are expected to contribute to a professional, respectful, and collaborative networking environment.

Membership is a commitment to participate, build meaningful professional relationships, support fellow members, and uphold the standards and reputation of WSBB.

Members are expected to:

- Attend meetings and comply with established attendance requirements.
- Participate professionally and contribute positively to group discussions and activities.
- Represent their business, services, and professional qualifications honestly.
- Treat fellow members, guests, substitutes, and leadership with respect.
- Respect confidentiality and sensitive business information shared within WSBB.
- Demonstrate professional courtesy and ethical business practices.
- Comply with WSBB policies, procedures, and membership agreements.
- Support the purpose and integrity of the organization.

WSBB recognizes that networking success and referral volume vary among members. Members shall not be disciplined or removed solely because they generate fewer referrals, receive fewer referrals, or experience slower business growth.

Disciplinary action should be based on conduct, participation, compliance, and the member's impact on the organization.

Grounds for Disciplinary Action or Membership Removal

The Membership Committee is authorized to review and address conduct that violates WSBB expectations, policies, or membership agreements. The following circumstances may warrant intervention, disciplinary action, probation, suspension, or membership removal:

A. Attendance & Participation

- Repeated failure to meet established attendance requirements.
- Repeated failure to honor membership commitments.
- Patterns of disengagement that undermine the value of category exclusivity and membership.

B. Professional Conduct

- Unprofessional, disruptive, disrespectful, or inappropriate behavior toward members, guests, substitutes, or leadership.
- Harassment, intimidation, bullying, or repeated interpersonal conflicts.
- Conduct that creates a hostile, uncomfortable, or unwelcoming environment.
- Repeated negative behavior that disrupts meetings or damages group morale.

C. Business Integrity & Representation

- Misrepresentation of business services, professional qualifications, credentials, or business practices.
- Intentionally misleading members or prospects.
- Fraudulent or unethical business practices that negatively affect members or WSBB.
- Conduct that damages the trust and credibility expected within a professional referral network.

D. Confidentiality & Trust

- Unauthorized disclosure of confidential member information.
- Misuse of member contact information or business intelligence.
- Sharing private discussions, referrals, or sensitive business information without appropriate authorization.

E. Conflict & Dispute Resolution

- Repeated failure to cooperate with reasonable conflict-resolution efforts.
- Retaliation against members who raise legitimate concerns.
- Attempts to intimidate, threaten, or manipulate members involved in a complaint or investigation.
- Behavior that creates ongoing division or negatively impacts the organization.

F. Policy & Financial Compliance

- Repeated or intentional failure to comply with WSBB policies and procedures.
- Violation of the membership agreement.
- Failure to pay membership dues or other agreed-upon financial obligations.
- Attempts to circumvent category exclusivity, membership requirements, or established WSBB procedures.

G. Organizational Reputation

- Conduct that materially damages WSBB's reputation, professional relationships, or standing within the business community.
- Actions that undermine the organization's mission, values, or ability to provide a positive networking environment.

The committee shall consider the seriousness, frequency, intent, impact, and history of the behavior when determining appropriate action.

Progressive Disciplinary Process

Whenever appropriate, WSBB will follow a progressive disciplinary process that allows members an opportunity to understand concerns and correct behavior. The following stages provide a general framework:

Stage 1: Informal Intervention

The committee or designated representative will address the concern privately with the member.

The purpose is to communicate expectations, understand the circumstances, and provide an opportunity for improvement.

Stage 2: Formal Written Warning

If the concern continues or the initial intervention is unsuccessful, the member may receive a written warning outlining:

- The specific concern or policy violation.
- The expectations for corrective action.
- The potential consequences of continued noncompliance.

Stage 3: Probation & Improvement Plan

The committee may place the member on a formal probationary period.

The probation notice should identify:

- The behavior or issue requiring correction.
- Specific improvement expectations.
- A defined review period.
- Consequences if the required improvements are not achieved.

A standard probationary period of 30–60 days is recommended, depending on the nature of the concern.

Stage 4: Final Review

At the conclusion of the improvement period, the committee will review the member's progress and determine whether the issue has been satisfactorily resolved.

Stage 5: Membership Removal

If the member fails to demonstrate meaningful improvement, or if the committee determines that continued membership is detrimental to WSBB, the committee may vote to terminate membership.

Progressive discipline is not required when the seriousness of the conduct warrants immediate action.

Immediate Suspension or Removal

Certain conduct may be sufficiently serious to warrant immediate suspension or removal without prior warnings or probation.

Examples include, but are not limited to:

- Threats, harassment, intimidation, or threatening behavior toward members or leadership.
- Fraudulent, criminal, or intentionally deceptive business practices that materially compromise member safety or trust.
- Serious or intentional breaches of confidentiality.
- Physical aggression or conduct creating a credible safety concern.
- Retaliation or intimidation intended to silence a member who has raised a legitimate complaint.
- Conduct that creates an immediate and substantial risk to WSBB, its members, or its reputation.

Temporary Suspension

The committee chairperson, in consultation with WSBB leadership when reasonably possible, may authorize a temporary suspension while a serious allegation is investigated.

Temporary suspension is a protective measure and does not constitute a final finding of wrongdoing.

Immediate Removal

The Membership Committee may vote to remove a member immediately when the circumstances warrant it.

The member will be notified of the decision and provided a written explanation, subject to any necessary confidentiality restrictions.

The committee should document the basis for the decision and the information considered.

Complaint Submission & Investigation

Members may submit concerns or complaints to the Membership Committee regarding another member's conduct or potential policy violations.

To promote fairness and consistency:

1. Complaints should be submitted in writing and include the nature of the concern, relevant details, and any available supporting information.
2. The committee will review the complaint and determine whether further investigation is warranted.

3. The committee may request additional information or speak with relevant individuals.
4. The member involved will generally be notified of the concern and given a reasonable opportunity to respond before a final disciplinary decision is made.
5. The committee will evaluate the available information objectively and determine whether a policy violation occurred.
6. Findings and resulting actions will be documented.

Anonymous complaints may be considered when sufficient information is available to evaluate the concern, although they may limit the committee's ability to investigate.

Knowingly submitting false or malicious complaints may itself constitute grounds for disciplinary action.

Conflict of Interest & Recusal

Committee members must act impartially and in the best interests of WSBB.

Any committee member with a personal dispute, direct financial interest, competitive business interest, or other relationship that could reasonably compromise their impartiality must disclose the conflict.

The affected committee member shall recuse themselves from the investigation, deliberation, and voting process.

A recused member shall not attempt to influence the outcome of the committee's decision.

WSBB leadership may determine whether additional recusal is necessary to preserve the integrity of the review process.

Confidentiality & Non-Retaliation

All complaints, investigations, committee deliberations, and disciplinary matters shall be treated as confidential.

Information will only be shared with individuals who have a legitimate need to know or when disclosure is required by law.

Members involved in an investigation are expected to respect the privacy of everyone involved.

Retaliation against a member for submitting a good-faith complaint, participating in an investigation, or cooperating with the committee is strictly prohibited.

Retaliatory conduct may constitute an independent violation of WSBB policy.

Membership Removal & Financial Implications

Membership removal is a final action intended to protect the integrity and interests of WSBB and its members. Upon removal:

- Membership privileges and access to WSBB meetings and member activities will terminate.
- Category exclusivity will be forfeited immediately.
- WSBB may recruit and approve another qualified business or professional to fill the former member's category.
- The former member may no longer represent themselves as an active WSBB member.
- Membership dues already paid are nonrefundable, and no prorated credits or refunds will be issued, subject to applicable law and the governing membership agreement.

Removal from WSBB does not prevent the former member from conducting business independently or maintaining appropriate professional relationships with individual members outside the organization.

Documentation & Policy Administration

The Membership Committee shall maintain appropriate records of:

- Member complaints and concerns.
- Investigations and supporting information.
- Attendance and compliance issues.
- Written warnings and probationary periods.
- Committee votes and final determinations.
- Membership suspensions and removals.

Records shall be maintained securely and accessed only by authorized individuals.

The committee shall periodically review its procedures to ensure consistent application and identify opportunities to improve member retention, participation, and organizational effectiveness. WSBB leadership retains authority to review the committee's administration of this policy and resolve procedural questions.

Policy Acknowledgment & Amendments

All members are expected to comply with WSBB policies and membership standards.

The Membership Committee is responsible for administering this policy in a fair, consistent, and professional manner.

WSBB reserves the right to amend this policy as necessary to support the organization's mission, protect its members, and maintain the value of membership. Material amendments will be communicated to the membership.