

The **POLICIES** of
The Dental Technology Association of South Africa

STRUCTURE

1. Election of members of the Executive Committee

- 1.1. The management of the affairs of the Association shall be vested in an Executive Committee, consisting of at least 11 Members of the Association, of which each existing branch will be represented by one elected member from each branch. This representative will be elected by the members of the branch as the Branch Chairperson.
- 1.2. The Branch Chairperson and all members of the branch must elect a branch committee consisting of a minimum of five office bearers via nomination forms and then if necessary ballot papers.
- 1.3. Election of members of the Executive Committee not elected via the branches will be elected by members of the Association according to the method as set out in the Procedure document.

2. Election of the President, Vice President, Financial Officer and any other Office Bearer if any

- 2.1. The members of the Executive Committee shall, on a motion duly seconded and voted upon by ballot, elect from amongst its members the President, Vice-President, Financial Officer and any other Office Bearer if necessary, who shall assume office at the following general meeting of the Association immediately following their election.
- 2.2. The office bearers referred to in 1.3.1. shall vacate their appointment in any one of the following circumstances:
 - (i) On ceasing to be a member of the Association or upon membership being suspended.
 - (ii) On ceasing to be a member of the Executive Committee.
 - (iii) On ceasing to be in good financial standing with the Association.
 - (iv) Any member who has become insolvent during his period of office shall cease to be an office bearer.
- 2.3. Vacancies amongst office bearers referred to in 1.3.1. of the above shall be filled by ballot of the then existing Executive Committee.

3. Establishing a new branch

- 3.1. Whenever six or more members in any centre so desire they may constitute themselves into a branch of the Association.
- 3.2. Upon receipt of a written request signed by at least six members for permission to operate as a Branch, the Executive Committee shall instruct one of the applicant members to call an inaugural meeting, and to act as Chairman there at. At the inaugural meeting, a Chairman and branch committee shall be elected by ballot.
- 3.3. The newly elected Branch Chairperson shall serve on the Executive Committee.
- 3.4. A branch shall be dissolved whenever its membership falls below six members.

MEMBERSHIP

1. Application and approval of new members

- 1.1. All aspiring new members of the Association who qualify according to the stipulations of the Constitution of the Association as set out in 7 (a) of said document, must lodge their individual membership application forms with the Head Office for processing.
- 1.2. New members as stipulated in 1.1. above will be presented to the members at the following Annual General Meeting for approval.
- 1.3. A person only qualifies as a new member when he/she has not been a member of the Association for five (5) years previous to the application for membership.

2. Resignation as a member

A member may resign by giving 21 days notice **in writing** to the Chief Operating Officer, provided that no resignation shall take effect until all monies due to the Association by the member concerned have been paid.

COMPLAINTS AND GRIEVANCES

1. Internal complaints and grievances

DENTASA considers workplace grievances to be a most serious matter and undertakes to deal with all such issues with regards for the rights of each person and with an awareness of the importance of confidentiality in these matters. All parties involved in any complaint process will be kept informed at all stages of the process.

2. Complaints and grievances by Members of the Association

This Association encourages members to lodge a formal written complaint with their Branch Chairperson, any staff member or the Chief Operating Officer if they believe that:

- * The Association is not doing what is set out in the Association's constitution, philosophy, principles, policies or procedures;
- * The quality and standard of service that has been offered is not satisfactory.

Anyone may make a complaint about the Association and making a complaint does not exclude the person from receiving the services of the Association.

All complaints will be dealt with fairly, promptly, confidentially and without retribution. The complaints policy will be posted on the Association's website and will be written in an appropriate and understandable form.

Members may choose in the first instance to direct their complaint towards the person whom it concerns. This is the preferred first step however; a number of factors may influence the choice of this method.

In the instance of more formal complaints, these complaints from members should be directed to the Chief Operating Officer of the Association. If the complaint is in relation to the Chief Operating Officer, the matter should be directed to the President of the Executive Committee who will then handle the complaint.

All complaints must be made in writing. All subsequent meetings and discussions must be recorded. All records from the complaint must be stored in a confidential location. The complainant will be informed of the progress and outcome of the complaint. If the complaint is not able to be resolved it will be referred to an independent mediator for resolution.

DISCIPLINE

A member may be suspended, or expelled as may be determined by the Executive Committee:

- (i) If he fails, within thirty days of demand in writing by the Chief Operating Officer, to pay subscriptions, fines or levies which are more than three months in arrears.
- (ii) If he infringes any of the terms of the Association's Constitution or if he acts, in the opinion of the Executive Committee, in a manner which is detrimental to the interests of the Association.
- (iii) If, in the opinion of the Executive Committee, he has been guilty of unethical conduct, meaning improper or disgraceful conduct, a conduct which, with regard to his calling is improper or disgraceful.

APPEALS

- * Any member, office bearer or official of the Association may appeal against decisions taken by the Association to terminate such member's membership, remove office bearers and officials from their positions or against any loss of benefits of membership within a period of 14 days of such member, official or office bearer being notified in writing of a decision to either terminate membership, remove office bearers and officials from office or which results in the loss of benefits of membership.

MEETINGS

Executive Committee Meetings

(i) The Executive Committee shall meet two-monthly.

(ii) **Special meetings** of the Executive Committee shall be called at the discretion of the President or on receipt of a written requisition by the Chief Operating Officer signed by no less than three of the members of the Committee. Special meetings shall be held within fourteen days of the necessity or decision to hold a meeting arising.

Fourteen days written notice of special meetings of the Executive Committee shall be given to the members by the Chief Operating Officer. The Chairperson may however authorise a shorter or telephonic notice of not less than twenty-four hours to be given in the case of special meetings to deal with matters of urgency. In the case of written notice an agenda shall be appended provided that no meeting shall be invalidated by the non-receipt of notice of agenda thereof by a member.

(iii) Decisions on motions or amendments thereto shall be determined by majority vote taken by a show of hands; provided a meeting may decide that a ballot shall be taken, and in such event a Ballot Box shall forthwith be sealed in the presence of the meeting. Thereafter the members shall be furnished with pieces of blank paper and thereon they shall write the words "For" or "Against" according to whether they are in favour of, or against the motion or amendment thereof, under discussion. After all the voting papers have been placed in the Ballot Box, the seals shall be broken and the votes counted by the President and the Chief Operating Officer in the presence of the meeting.

(iv) No member shall be allowed to speak on any motion or amendment hereto, for longer than five minutes and any amendment to a motion, if carried, shall become the substantive motion.

(v) A **quorum** at any Executive Committee meeting shall be fifty percent plus one member in good standing either present in person or represented by proxy. If within thirty minutes of the fixed time for any meeting a quorum is not present the meeting shall stand adjourned to the same day in the week following at the same time and place, or if such day be a Public Holiday, until the next working day thereafter, and such adjourned meeting the members present in person or by proxy shall constitute a quorum. A written notice of adjourned meetings shall be given to those members who were absent from the first meeting.

General Meetings:

(i) A General Meeting which all members of the Association can attend either in person or by proxy shall be held **once** in each year at such a time and place as will be determined by the Executive Committee.

(ii) Twenty-one days written notice of a General Meeting shall be given to all members by the Chief Operating Officer.

(iii) A quorum for a General Meeting shall be **10%** of members.

Voting

- (i) Resolutions, motions or amendments shall be determined by majority vote taken by a show of hands; provided a meeting may decide that a ballot shall be taken, and in such event a Ballot Box shall forthwith be sealed in the presence of the meeting. Thereafter the members shall be furnished with pieces of blank paper and thereon they shall write the words "For" or "Against" according to whether they are in favour of, or against the motion or amendment thereof, under discussion. After all the voting papers have been placed in the Ballot Box, the seals shall be broken and the votes counted by the President and the General Secretary in the presence of the meeting.
- (ii) In the event of elections, the voting papers shall contain the lists of candidates for appointment and the members shall place a cross opposite the names of those candidates whom he desires to be appointed. The candidates receiving the highest number of votes shall be declared elected and ties resulting in there being more than one candidate qualifying for a lesser number of posts, shall be placed in the Ballot Box and the first names drawn out thereof by the President, up to the required number, shall be declared elected.
- (iii) No member shall be allowed to speak on any motion or amendment hereto, for longer than five minutes and any amendment to a motion, if carried, shall become the substantive motion.
- (iv) A quorum at any Executive Committee meeting shall be fifty percent plus 1 in good standing either present in person or represented by proxy. If within thirty minutes of the fixed time for any meeting a quorum is not present the meeting shall stand adjourned to the same day in the week following at the same time and place, or if such day be a Public Holiday, until the next working day thereafter, and such adjourned meeting the members present in person or by proxy shall constitute a quorum. A written notice of adjourned meetings shall be given to those members who were absent from the first meeting.

Branch Meetings

Voting:

- (i) Resolutions, motions or amendments shall be determined by majority vote taken by a show of hands.
- (ii) In the event of elections of the branch Chairperson and / or branch committee members, the voting papers shall contain the lists of nominated candidates and the members shall place a cross opposite the names of those candidates whom he desires to be appointed. The candidates receiving the highest number of votes shall be declared elected and ties resulting in there being more than one candidate qualifying for a lesser number of posts, shall be placed in the Ballot Box and the first names drawn out thereof by the Chairperson, up to the required number, shall be declared elected.

ANNUAL REPORTS

The President in consultation with the Chief Operating Officer, shall in respect of each financial year prepare an Annual Report, and copies thereof shall be posted on the DENTASA website, after adoption by the Executive Committee.

- (i) At a minimum, an annual report must include:
 - a [balance sheet](#),
 - a report from an independent [auditor](#),
 - an income statement, and
 - a general report on company operations.

- (ii) Additional reports:
 - Individual reports from the President,
 - Chief Operating Officer ([COO](#)) and
 - [Chief Financial Officer](#) ([CFO](#)) of the company as part of a discussion of the company's direction, along with
 - a “Letter to Members” at the beginning of the report
 - a list of major employees with their contact information
 - a list of the Executive Committee with their contact information

Branch Reports:

- (i) Every Branch Chairperson must submit an annual branch report one month prior to the AGM to be included into the AGM booklet.