



Member driven association
advocating to become a
registered professional body
for Adventure Tour Guides,
Adventurous Experiential
Learning Facilitators &
related professionals.

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www.adventureassociation.co.za
Reg: 2020/514050/08

SA AIA Disciplinary Process and Code of Conduct Enforcement

Introduction

As a professional body, the South African Adventure Industry Association (SA AIA) is committed to upholding the highest standards of professionalism, ethical behaviour, and safety within the adventure industry. All members of SA AIA are expected to adhere to our **Code of Conduct and Professional Ethics**. Membership with SA AIA implies full acceptance of and accountability to this Code, regardless of whether the Code has been formally signed. Members who fail to uphold these standards or who are in breach of their membership responsibilities will be approached and guided to align their actions with the Code of Conduct. However, if such actions persist or pose significant risk to the association or the industry, appropriate disciplinary action may be taken.

Applicability of the Code of Conduct

All members who:

- Actively pay membership fees,
- Publicly claim to be SA AIA members, or
- Represent themselves as SA AIA-affiliated,
are held to the standards outlined in the **Code of Conduct**.

Definition of Misconduct

Misconduct is defined as any action or behaviour that violates SA AIA's standards and expectations, including but not limited to:

1. **Illegal Activities:** Any activities that contravene local, national, or international laws.
2. **Unethical or Dangerous Behaviour:** Practices or behaviour that compromise the safety or well-being of clients, colleagues, or the public.
3. **Business Malpractice:** Fraudulent, dishonest, or unethical business activities.
4. **Harm to SA AIA's Brand or Credibility:** Actions that may damage SA AIA's reputation, authenticity, or mission to professionalize and elevate the adventure industry.



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Reporting Misconduct

1. Who Can Report?

- Misconduct may be reported by the public, other members, or stakeholders in the adventure industry.

2. How to Report?

- Complaints must be submitted in writing to SA AIA via email or a dedicated online form.
- The report should include:
 - A detailed description of the alleged misconduct.
 - Supporting evidence, if applicable (e.g., photos, documents, or witness statements).
 - Contact information for follow-up.

Disciplinary Process

1. Initial Review

- The SA AIA National Executive Committee (NEC) will acknowledge receipt of the complaint within 7 working days.
- The NEC will conduct a preliminary review to determine whether the complaint warrants further investigation.

2. Investigation

- If warranted, a thorough investigation will be launched.
- The investigation will involve:
 - Review of evidence provided.
 - Interviews with relevant parties.
 - Collaboration with external authorities if the misconduct involves illegal activities.
- The member in question will be notified of the investigation and given an opportunity to present their side.



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- The member in question must abstain from any involvement in the investigation process.

3. Resolution

- Upon conclusion of the investigation, the NEC will decide on appropriate disciplinary action if required. Possible outcomes include:

1. Advisory or Corrective Measures:

- Issuance of warnings.
- Recommendations for improving practices through training, mentorship, or other steps.

2. Reporting to Authorities:

- Reporting illegal behaviour to law enforcement or other regulatory bodies.

3. Membership Suspension or Cancellation:

- Immediate suspension or cancellation of membership for severe breaches.
- Issuance of a public statement confirming membership cancellation (details of the misconduct will not be disclosed).

4. Investigation may reveal that no action is required.

Non-Payment of Membership Fees

- Members are granted a **three-month grace period** to update any outstanding membership payments.
- Failure to settle payments within this period will result in automatic membership cancellation.

Transparency and Fairness

- SA AIA commits to ensuring that investigations are conducted as transparently and fairly as possible.
- The organization will strive to resolve matters promptly while minimizing further harm to all parties involved.



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Appeals Process

- Members who wish to appeal the outcome of a disciplinary process may submit a formal appeal in writing within 20 days of the decision.
- Appeals will be reviewed by a neutral third party or committee appointed by the NEC.

Commitment to Member Development

- SA AIA recognizes that many members are aspiring professionals and offers access to training, mentorship, and guidance.
- Members are encouraged to approach SA AIA for support in avoiding or addressing illegal, unethical, or unsafe practices.

By adhering to this disciplinary process, SA AIA ensures that its members uphold the highest standards of professionalism, safety, and ethics, safeguarding the reputation and integrity of the adventure industry as a whole.