



SOMERSET FREEMASONS

Membership Service Charter

OUR PRINCIPLES

In the Province of Somerset, we strongly believe in promoting and maintaining the following:

INTEGRITY

We pride ourselves on being people of integrity.

FRIENDSHIP

We endeavor to provide a common foundation for friendships between members, families and friends.

RESPECT

Bringing people together in a warm social & safe environment, irrespective of their race, religion, colour or creed or any other perceived differences that can divide us as a society.

CHARITY

Kindness and charitable giving to others are deeply ingrained within our principles.

FUN:

Fun and enjoyment are key elements of freemasonry and form a significant part of the foundations of our meetings.

OUR SERVICE CHARTER

Within 2 Working Days of an Enquiry.

Our *Provincial Membership Officer (PMO)* will respond to membership enquiries and assign an *Area Membership Officer (AMO)* to personally deal with each application.

Within 14 Days

The AMO will arrange to meet with the applicant at a mutually agreed time and place to informally discuss their interest in Freemasonry. He will endeavor to answer any questions that may arise, provide an overview of Freemasonry in general and Freemasonry in the applicable community. He will explain the application process and confirm the applicant's eligibility to join.

Within 28 Days

Whilst the application is being processed the AMO will maintain regular dialogue with the applicant and provide guidance on which Lodge might best be suited to their needs. On successful completion of the application review, the AMO will notify the prospective Lodge and arrange for an informal introduction to take place so that both the applicant and the Lodge can get to know each other.

Following the informal introduction, the AMO and the Lodge Membership Team (**LMT**) now will work closely together to ensure the application is progressed in line with the Service Charter and the applicant is kept regularly informed of progress. Whilst applications are being processed, the applicant will be encouraged to attend social events that that may be considered suitable as a guest of the Lodge.

Within 6 Months

The applicant will be invited to attend a formal interview at the appropriate Masonic Centre associated with the Lodge of his choice. The AMO and LMT will be in attendance at the interview to support and guide the applicant during this event. Following successful interview, the applicant will be invited by the Lodge to submit a formal membership application and guidance will be provided on when the applicants Joining Ceremony might be conducted, and what will be expected of him.

Within 12 Months

The applicant will be invited by the Lodge of their choice to attend their Joining Ceremony at which the AMO and LMT will be present to provide any necessary, guidance, support and encouragement. At this point the applicant is formally accepted into the fraternity.

Our Commitment to Maintain the Charter

The timeframes shown in this Charter are maximums and are expected to be achieved at all times. To ensure adherence, processes are in place which monitor the progress of all membership enquiries which are received by the Province. In the unlikely event that an unexpected delay is incurred which is longer than those specified in the Charter, initial contact should be made to the Provincial Membership Officer (details shown below). The Provincial Membership Officer or one of his representatives will respond to your correspondence within 2 working days.

Contacts:

Somerset Provincial Grand Membership Officer: membership@somersetfreemasons.org

Somerset Provincial Grand Secretary: provsec@somersetfreemasons.org

Somerset Provincial Web Site: <https://www.somersetfreemasons.org/>

Feedback, Suggestions & Comments

We continually strive to improve the service we provide and value any feedback you may have, be it compliments, comments, or suggestions. These should be sent by email to the Somerset Provincial Grand Membership Officer whose details are shown above.

