



Code of Conduct Policy

This Code of Conduct explains how everyone is expected to behave when using our services or attending our activities. It helps create a **safe, respectful, and inclusive environment** where everyone feels welcome, valued, and supported.

This code protects:

- Members
- Volunteers
- Visitors

Our Values

We are committed to:

- Respect and dignity for everyone
- Inclusion and acceptance
- Safety and wellbeing
- Choice, autonomy, and consent
- Kind and non-judgemental behaviour

Expected Behaviour

Members are expected to:

- Treat others with respect and kindness
- Respect differences in communication, behaviour, identity, and needs
- Use language and behaviour that is not threatening, abusive, or discriminatory
- Follow reasonable guidance from staff and volunteers
- Respect personal space and boundaries
- Use the service in a way that does not put themselves or others at risk

We understand that everyone communicates and behaves differently. Volunteers will always aim to respond with understanding and flexibility.

Behaviour That Is Not Acceptable

The following behaviour is not acceptable:

- Physical violence or threats of violence
- Harassment, bullying, or intimidation
- Discriminatory language or behaviour (including racism, sexism, homophobia, transphobia, ableism, or religious discrimination)
 - Sexual harassment or inappropriate sexual behaviour
 - Damage to property
 - Being under the influence of alcohol or illegal substances during activities
 - Sharing personal contact details without consent
 - Bringing weapons or illegal items to activities

Safety and Boundaries

To keep everyone safe:

- Personal boundaries must be respected at all times
- Volunteers cannot provide personal care
- Volunteers cannot lend or borrow money, give gifts, or form personal relationships outside the service
 - Service users must not pressure others into activities or conversations

Online and Digital Conduct

When taking part in online activities or online groups:

- Be respectful in chat, video, and messages
- Do not record sessions without permission
- Do not share screenshots, recordings, or personal information
- Follow the same behaviour expectations as in-person activities

If Someone Is Struggling

We recognise that distress, overload, or anxiety can affect behaviour.

If someone is struggling:

- Volunteers will try to support them calmly and respectfully
- Adjustments may be offered where possible
- Time-out or stepping away from an activity may be suggested

Support does not remove the need to keep others safe.

Responding to Behaviour Concerns

If behaviour causes concern:

1. Staff or volunteers will speak to the person involved and explain the concern
2. Support and adjustments will be considered
3. Suspension policy will be followed
4. In serious cases, the person may be asked to leave an activity

Any action taken will be **proportionate and fair**

Safeguarding

If behaviour raises safeguarding concerns:

- Safeguarding procedures will be followed
- Information may be shared with appropriate agencies if required
- The safety of everyone will be prioritised

Complaints and Feedback

Members and supporters have the right to:

- Raise concerns about how they are treated
- Make a complaint without fear of discrimination or punishment
- Give feedback to help improve services

Review of This Policy

This Code of Conduct will be reviewed regularly and updated when needed to reflect best practice and feedback.