

Potential Plus UK

Service User Code of Conduct

Children and young adults with high learning potential frequently miss out on the support they need because their intellectual or creative capabilities mask a genuine need for help.

Potential Plus UK helps them, their parents or carers, their teachers and other professionals to understand the needs of these children and young adults, so that they can thrive and excel to everyone's benefit.

This Code of Conduct gives clear information on the standard of behaviour that the charity expects from its service users, as well as the types of unwanted behaviours which will not be tolerated. The code covers all contact with service users.

Day to day contact

When service users contact Potential Plus UK in person, by telephone, on webchat, in writing, by email, or via social media we expect them to:

- Show respect and courtesy to employees, associates, volunteers and other service users at all times
- Treat employees, associates, volunteers and other service users as they would like to be treated themselves
- Assist Potential Plus UK by providing all relevant information for the service being accessed, to the best of their knowledge and with integrity so that the charity can provide help as best possible
- Allow employees, associates and volunteers reasonable time to respond to a request
- Respond to any contact made or messages left by Potential Plus UK employees, associates and volunteers when requested
- Try to resolve any issues, in the first instance, directly with the Potential Plus UK employee, associate or volunteer

General conduct (applicable at all times)

Potential Plus UK will not tolerate service users:

- Using foul, abusive or offensive language (for example swearing or remarks that are discriminatory)
- Making threats or unreasonable demands towards employees, associates, volunteers or other service users

- Personally criticising any individual, whether they are an employee, an associate, volunteer or other service user
- Discriminating against any employee, associate, volunteer or other service user on the grounds of race, colour, age, religion or political beliefs, disability or illness, gender, marital status, sexual orientation, class, learning difficulty, appearance or employment status
- Engaging in any form of harassment
- Engaging in any form of unlawful or illegal activity; or attempting coerce persons into engaging into such activity.
- Engaging in any form of physical or verbal assault; or threatening behaviours.

Conduct at meetings, events and assessments

When attending meetings, events and assessments we expect service users to:

- Keep to time and if this isn't possible to let Potential Plus UK know as soon as possible
- Be courteous to others, allowing everyone the opportunity to speak one at time, and comment
- Support and assist other service users, employees, associates and volunteers to seek effective outcomes
- Respect each other's opinions and views
- Be reasonable and honest
- Observe the principles of confidentiality as detailed in Potential Plus UK's Confidentiality Policy

Signed



Michael Speranza

Chair of Potential Plus UK

Date: 25 March 2019

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