

# Service User Code of Conduct

*July 2022*

***Our strategic objectives relating to high learning potential, young people, their families and schools***

- *Improving provision*
- *Raising awareness*
- *Creating a community*
- *Empowering young people*
- *Strengthening our sustainability and effectiveness*

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## 1. Purpose

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.

## 2. Scope

This Code of Conduct covers all contact by service users with Potential Plus UK staff (employees and casual workers), trustees, volunteers and other service users at all times in person, by telephone, on web chat, in writing, by email or via social media.

## 3. Definitions

Service user is an individual engaging with Potential Plus UK's services and support, including those organised by its volunteers.

Staff includes Potential Plus employees and casual workers.

## 4. Code of Conduct

### 4.1.1 Day-to-Day Contact

We expect service users to:

- Show respect and courtesy to staff, trustees, volunteers and other service users at all times
- Treat employees, trustees, 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 that is being accessed, to the best of their knowledge and with integrity, so that the charity can provide help as best possible
- Allow staff, trustees and volunteers reasonable time to respond to a request
- Respond to any contact made or messages left by Potential Plus UK staff, trustees and volunteers when requested

- Try to resolve any issues, in the first instance, directly with the Potential Plus UK staff, trustee or volunteer

#### **4.2 General Code of 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 staff, trustees, volunteers or other service users
- Criticising any individual personally, whether they are a staff member, trustee volunteer or other service user
- Discriminating against any staff member, trustee 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 to coerce persons into engaging into such activity.
- Engaging in any form of physical or verbal assault; or threatening behaviours.

#### **4.3 Conduct for Meetings, Events and Assessments**

When attending in-person or online 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 in line with the Service Specific Terms and Conditions
- Be courteous to others, allowing everyone the opportunity to speak and comment one at a time
- Support and assist other service users, staff, trustees 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

## 5. Monitoring and Reporting

This Code of Conduct is shared on the Potential Plus UK website and is shared in all documentation when a potential service user takes up a service or support. It is reviewed on a three-yearly basis.

## 6. Training

This Code of Conduct is shared with all staff, trustees and volunteers. A breach of this Code of Conduct should be shared immediately with the individual's line manager, the Chief Executive or the Chair of Trustees as appropriate with written details about the breach.

## 7. Roles and Responsibilities

All staff (employees and casual workers), trustees and volunteers must read the Code of Conduct. Individual line managers must ensure those for whom they are responsible are aware of the Code of Conduct.

Chief Executive is responsible for its implementation.

Trustees are responsible for its review.

## 8. Related Standards, Policies and Processes

Code of Conduct Breach report sheet

## 9. Revision History

List all changes made to the document including version number, date approved etc. using the below table.

| Version: | Date Approved: | Approved by: | Owner:         | Author:          | Summary of Change:  | Review Date: |
|----------|----------------|--------------|----------------|------------------|---|--------------|
| 20220715 |                | Trustees     | Trustees & CEO | CEO Julie Taplin | Addition of Training, Roles & Responsibilities, Related Standards | July 2025    |