

Model Code of Conduct

This code of conduct shall have effect subject to any statutory provision which may be submitted to this section. It is not the intention of the code of conduct to contradict or vary the terms and conditions of employment of any staff member.

General note: Respect & Dignity

The organisation aims to provide an environment which is free from discrimination. It is the organisation's expectation that all trustees, employees, volunteers etc act in such a way to respect each other and the organisation's users/clients. All individuals should be treated with dignity and respect.

- 1. Scope:** This code of conduct applies to all workers and Trustees. Any breach of this code of conduct shall be dealt with under either the disciplinary or grievance procedures, as appropriate. Because of their different status within the organisation, different procedures apply to trustees and to employees, and this is reflected throughout this Code.
- 2. Organisational Policies and Procedures:** All workers and trustees should act in accordance with the agreed policies and procedures of the organisation as appear in the organisation's staff and committee handbook.
- 3. Confidentiality:** All workers and trustees should observe confidentiality in respect of any discussions with other individual workers or trustees about their professional and personal problems and difficulties, except where there is an overriding concern and responsibility for clients or the organisation.

4. **Worker dissatisfaction:** If a worker experiences any concern or dissatisfaction regarding a co-worker's work or standards of work, the worker should make use of the organisation's grievance procedures. In cases of harassment, or where the worker has a reason to believe that they may be at personal risk, they may use the organisation's harassment and bullying procedure.
 - 4.1 If a worker experiences any concern or dissatisfaction regarding a trustee, this should be raised within the confines of the grievance procedure.
5. **Trustee concerns:** If a trustee experiences any concern or dissatisfaction with a worker, then this should be raised through the member of the Board of Trustees with responsibility for staff management, who will deal with the matter through normal management and supervisory procedures and lines of responsibility. Under no circumstances should the trustee raise these concerns elsewhere, with a staff member, with another trustee or with any other unauthorized person.
 - 5.1 If a trustee experiences any concern or dissatisfaction with another trustee, this should be raised following existing procedures for dealing with grievances/disputes between trustees.
 - 5.2 Should no such procedure exist the issue should in the first instance be raised informally with the member concerned. If the issue cannot be resolved informally, then the issue should be raised formally with the Chair of the trustees (or if the concern is regarding the Chair then with the Vice Chair), after informing the other member of the action they are taking.
6. **Denigration of colleagues:** Trustee and workers should not denigrate colleagues in the presence of third parties, nor adversely criticise a colleague in the presence of others save in the context of the appropriate procedures.
7. **Organisation Reputation:** Trustees and workers should not seek to undermine, outside constitutional procedures, agreed policy of the organisation, nor work against the interests of the organisation, nor seek to bring the organisation, its officers, its workers or its members into disrepute.

- 8. Discrimination:** Trustees and workers should not harass, discriminate against or oppress any group or individual by reference their religion, race, gender, sexuality, disability, age, health, political beliefs, or any other grounds.
- 8.1 Trustees and workers should be committed to providing services to its members that do not discriminate on the above grounds, and to providing services that will positively contribute to the elimination of discrimination.
- 9. Breaches of Code:** In the event of any proven breach of this code of practice by a trustee, the Board of Trustees reserves their right under clause xxxxxxx of the Constitution/Articles of Association to terminate the membership of the member who has breached this policy. Under clause xxxxxxx any such accused member will have the right to a hearing from the Board of Trustees before any decision to expel is taken.
- 9.1 Any breach of this code of practice by a worker will be dealt with under the disciplinary procedure.

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LVSC's Personnel, Employment Advice and Conciliation Service

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