

Our Code of Conduct – A few simple rules

LiveWest recognises how valuable volunteers are to the organisation, and want to ensure everyone receives the most out of the role.

Please make sure you read through these simple rules of what we expect from you.

Respect: to be shown at all times to residents, staff and contractors. This includes listening to others, being courteous, speaking, behaving and dressing appropriately.

Equality and Diversity: Treat everyone fairly regardless of race, gender, sexual orientation, age and disability. To respect and appreciate differences. To avoid *and challenge* discrimination at all levels.

Seek support: If you have any concerns, always make sure to seek support and advice to help resolve the situation.

Partnership and positive solutions: We want you to work closely with us as well as collaboratively working with others to uphold our values and present positive solutions.

Expectations: We understand personal circumstances can change, which is why we are always clear of what is expected from residents in terms of time, deadlines and how we can provide support.

Confidentiality: Respect the confidentiality of individuals at all times, both in meetings and when online. Not to disclose any confidential information to a third party, and not to use confidential information for anything other than its original purpose. Abide by our Data Protection Policy at all times.

Transparency: To declare any conflict of interest that may influence your approach to the matter under discussion. Not to use involvement to promote your own or a political agenda. Not offer, seek or accept bribes, inducements or gifts that might be seen to compromise your judgement or integrity.

We hope you make the most out of this group, if anyone doesn't follow the code of conduct, you could risk being asked to leave the group.

The use of online discussions

Please note the online discussions are not an avenue to raise complaints. We have a specific policy for this, please report using our Complaints and Compliments procedures available at www.livewest.co.uk