



Colne Valley Help

Code of Conduct Policy

Created 8th September 2025

Approved 12th September 2025

CODE OF CONDUCT

The purpose of the Code of Conduct is to set out standards of behaviour expected from volunteers of Colne Valley Help (CVH) . All volunteers and Trustees should ensure that they have read and comply with this Code of Conduct. The code is part of our Safeguarding Framework.

Volunteers and Trustees of CVH agree to the following:

- Perform their role to the best of their ability promoting safety and the dignity of others.
- Act honestly, responsibly and with integrity.
- Have a willingness to learn and seek feedback from other volunteers and clients.
- Show courtesy and respect to all involved with CVH , both in person and online.
- Promote a positive atmosphere.
- Avoid conflict with either clients or other volunteers and alert a Trustee if a dispute arises.
- Abide by CVH Volunteer Policy and Agreement
- Observe safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers.
- Report any health and safety concerns, so these can be effectively managed.
- Meet time and task commitments and provide sufficient notice when they will not be available.
- Only discuss client needs and concerns with the Trustees and do so in a way that promotes their well-being and dignity.
- Stand a distance from those being registered to maintain their privacy and dignity.
- Volunteers should be committed to maintaining the highest degree of integrity in all their dealings with potential, current and past clients and the protection of all personal information received while providing services.
- Uphold the reputation of CVH .

Volunteers of CVH are expected to NOT do the following:

- Never give/loan money to clients or volunteers.
- Never be alone with a client, always ensure the presence of at least one other volunteer.
- Never use information gained at CVH to the disadvantage or prejudice of others.
- All food, whether in stock or food arriving during the session, is the property of the Trustees of CVH and must be distributed according to the instructions of the Trustee in attendance or designated deputy
- Any use of CVH food or property for personal gain contrary to the instructions of the Management Committee is a dismissible offence.
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the traveller community).

- Provide a false or misleading statement, declaration, document, record or claim in respect of CVH , its volunteers, employees or charity trustees.
- Engage in any activity that may damage property.
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with CVH ends, confidential information gained during their role with CVH .

If you have concerns about the behaviour or conduct of volunteers or witness something that makes you feel uncomfortable, please raise this as quickly as possible with our Chairman Matthew Mcloughlin. CVH will aim to deal with concerns with the same courtesy, fairness, equality dignity and respect as we ask from our volunteers.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of CVH's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that CVH may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with CVH .

CVH and the Board of Trustees will review the Code of Conduct at 3-year intervals or as appropriate. The Chairman is responsible for ensuring that this policy is implemented effectively. All volunteers, including charity trustees, are expected to facilitate this process.