

CODE OF CONDUCT FOR USING OUR SERVICES

Hackney CVS prides itself on being a welcoming environment for people entering the building or using our services. This code of conduct is designed to ensure users of our services understand how we wish to treat you and similarly how we wish to be treated

1. You must treat Hackney CVS staff and visitors with courtesy and consideration at all times, as Hackney CVS pledges to treat you.
2. Physical violence, the threat of physical violence, inappropriate contact or other intimidating behaviour will never be tolerated. This is in all cases, whether it is behaviour shown towards our staff or volunteers, or to other users of our services or visitors to our building.
3. Discriminatory behaviour of any kind is unacceptable. We seek to raise consciousness of the various forms of discrimination and to promote good practice within our organisation, our Board of Trustees, our membership and other users of our services.
4. There will be instances when the needs and preferences of one group or individual conflict with those of another. In some cases this will be overt, in others less obvious. In such situations Hackney CVS will comply with its legal obligations, will clearly and firmly uphold its own values, will refuse to tolerate discriminatory language or behaviours, and will seek, through education and advocacy, to achieve mutual understanding and respect. There may, however, be instances in which this is not possible and in this case we reserve the right to refuse to work with a group or individual whose values conflict with those of Hackney CVS. Incidents and situations of this nature will be reported to the Operations Director for investigation and resolution. He/she will use the procedure *What happens when our Code of Conduct is Breached* which is available on our website.
5. Drinking alcohol, or taking non-prescription drugs, is prohibited on our premises. If you come to our premises under the influence of alcohol or non-prescription drugs, you may be required to leave if the code is breached.
6. If this code is breached we reserve the right to impose a ban on your using our services. Depending on the severity of the breach, the ban may be permanent. Please refer to the *What happens when our Code of Conduct is Breached* which is available on our website at www.hcvs.org.uk

If you are not happy with the service you receive you are encouraged to raise a complaint. If you would like to make a complaint, then please refer to our complaints procedure which is available on our website.