

CODE OF CONDUCT

Healthwatch Brighton and Hove welcomes you as a volunteer and values and respects your knowledge and skills.

The aims of this Code of Conduct are to provide guidance for our volunteers on what is expected of them in terms of behaviour and actions when volunteering for Healthwatch Brighton and Hove, and to ensure that all volunteers are treated fairly and consistently.

Healthwatch Brighton and Hove has a Complaints Procedure, and Grievance Procedures for volunteers and staff. In the event of any complaint or grievance against you, your actions and behaviour will be judged solely against the terms of this Code of Conduct. In the event of an alleged breach of this Code of Conduct, Healthwatch Brighton and Hove's Procedure for the Management of Volunteer Conduct and Capability may be used to investigate and deal with your actions and conduct.

This Code of Conduct applies to all Healthwatch Brighton and Hove volunteers, representatives and members of the Governing Body. Members of staff are also expected to abide by its terms where applicable.

Volunteers will...

1. read and adhere to all the relevant policies and procedures of Healthwatch Brighton and Hove;
2. declare any conflict of interest, or anything that others might see as a conflict of interest, at the outset of their volunteering, and subsequently as soon as any arises;
3. attend all induction sessions and training, and any other training necessary for the effective undertaking of their role;
4. not accept any gifts or hospitality that could be seen as an attempt to influence their behaviour, actions or decisions, or the independence or activities of Healthwatch Brighton and Hove;
5. never disclose confidential information except as required by law or allowed by the Healthwatch Brighton and Hove Confidentiality Policy;
6. not pursue their own agenda, and when acting as a representative, will put forward the views of those they represent rather than their own;

7. not speak, write, or attend any meeting, on behalf of Healthwatch Brighton and Hove without authorisation to do so by Healthwatch Brighton and Hove;
8. report back to Healthwatch Brighton and Hove after attending any meeting as its representative;
9. treat all colleagues, members of the public, and anyone with whom they are in contact as part of their voluntary duties, with dignity and respect, and not discriminate against them on the grounds of age, sex, sexual orientation, gender identity, race, religion or belief, or disability;
10. not conduct themselves in such a way that could cause harm or distress to any colleague or member of the public, or could bring Healthwatch Brighton and Hove into disrepute; and
11. be punctual and reliable, and inform the Volunteer Co-ordinator or their line manager as soon as possible if they are unable to undertake their voluntary duties for any reason.