

# Code of Conduct

For all Staff and Clients

SRCR Staff and Volunteers will at all times:

- Treat all clients with respect
  - Respect a person's right to confidentiality
  - Adhere to the confidentiality policy and procedures
  - Communicate in an open and friendly manner
  - Uphold and promote equality, diversity and inclusion
  - Recognise and respect the roles and expertise of your colleagues both in the team and from other agencies
  - Be accountable by making sure you can answer for your actions
- 
- **We would expect all clients to treat our staff and volunteers with respect and courtesy**
  - **We will not tolerate any abusive behaviour towards any member of the staff or volunteer team**
  - **We hold the right to remove clients from accessing a service if behaviour is deemed abusive or threatening and causes distress to any member of the staff or volunteer team**

If at any point you, a member of staff or volunteer feels this code of conduct is not upheld, please contact the Service Manager who will investigate the matter. Please refer to our Complaints Procedure on page 3 of this leaflet.

## Our Commitment to a Quality Service

including

**How to give Feedback or  
make a Complaint  
Code of Conduct**

96 High Street, Snainton, Scarborough, YO13 9AJ  
Charity No: 1046228 Company No: 3042108



## Our Mission:

Scarborough and Ryedale Carers Resource are the 'go-to' organisation offering support to Carers and the wider community across the Coast and Vale.

We aspire to empower and give confidence to all those we support; to help them navigate their individual challenges and find a clear pathway through to a well-balanced life.

## Our Aims:

- To offer independent, high quality, information advice and support
- To proactively represent the voice and needs of the communities we serve
- To raise awareness of the support available and ensure the localities we serve take full advantage of our services
- To work in partnership through meaningful collaborations with a wide range of other organisations

## Quality of Service:

Over the years our high standard of service has been recognised and awarded quality marks.



Currently we hold the Matrix Quality Award. This is recognised throughout the voluntary and statutory sectors as a mark of excellent customer service.

## Feedback:

We welcome and value your views and feedback as it helps us improve the service. So do let us know if you have any comments, compliments or suggestions.

**For further details of any of our policies please contact us**

## Confidentiality:

All our staff and volunteers sign up to the organisation's confidentiality policy which clearly states our commitment to issues around confidentiality.

Occasionally there may be times when we need to speak to another organisation without your consent. This would happen only in situations where someone appears to be at risk of harm and we would always try to discuss this with you.

## Complaints procedure:

- If you feel we haven't provided a quality service, please speak to the member of staff involved, as most things can be resolved that way.
- If you wish to speak to the Service Manager to discuss the issue initially, please do so by contacting us on 01723 850155. We will try to resolve your complaint if at all possible.
- If you then wish to make a formal complaint, please write to the Service Manager at 96 High Street, Snainton, Scarborough, YO13 9AJ.
- We will send you a copy of our feedback and complaints policy which will outline the complaints process and timescales.
- Whilst a complaint is being formally investigated, we would ask you not to contact the person whom the complaint is against or speak to any other staff member about the ongoing complaint, until a resolution is reached.