



## **Dorset Mind Volunteer Code of Conduct**

Dorset Mind aims to provide an environment that is free from discrimination. It is the organisation's expectation that all trustees, employees, volunteers etc. act in such a way to respect each other and the organisation's users/clients. All individuals should be treated with dignity and respect.

This code of conduct applies to all volunteers of Dorset Mind. This code should be read in conjunction with Dorset Mind policies relevant to volunteers. This code can be varied at any time. Likewise, nothing in this code prevents the other policies referred to from being varied.

### **Dorset Mind Policies and Procedures**

All volunteers should act in accordance with the agreed policies and procedures of Dorset Mind.

### **Confidentiality**

All volunteers should observe confidentiality in respect of any discussions with other individual staff/volunteers about their professional and personal problems and difficulties, except where there is an overriding concern and responsibility for service users or the organisation.

### **Volunteer Dissatisfaction**

If a volunteer experiences any concern or dissatisfaction regarding a staff or volunteer's work or standards of work, they should first seek to discuss this with that person's line manager, or their own, and if not satisfied with the outcome they should make use of the organisation's complaints process.

### **Dorset Mind's Reputation**

Volunteers should not seek to undermine, outside of constitutional procedures, agreed policy of the organisation, nor work against the interests of the organisation, nor seek to bring the organisation, its staff, Trustees, volunteers or its members into disrepute.

### **Equal Opportunities**

Dorset Mind is committed to the principles of equal opportunities and so all volunteers must adhere to the Dorset Mind Equality and Diversity Policy.

Volunteers should not harass, discriminate against or oppress any group or individual by reference their religion or belief, race, gender, sexual orientation, disability, age, health, political beliefs, or any other grounds.

Volunteers are not expected to accept abuse of any kind, either verbal or physical, from service users, visitors, colleagues or anyone else. Behaviour by a volunteer will not be deemed disrespectful where it is taken as a reasonable measure to avoid abuse. An example might be to terminate a telephone call where a caller is being verbally abusive.

Signed .....

Name .....

Date .....