



## CODE OF CONDUCT

### General rules

1. You must not behave in a way that upsets other people, for example by shouting
2. No bullying, aggression or being unkind to others will be tolerated
3. All members should listen to and respect other peoples' opinions - and be friendly!
4. All members must agree to abide by this Code of Conduct. If you repeatedly break these rules you may be given a verbal or written warning, and you could be suspended or even excluded from Croydon Contacts

### At events

5. All members should arrive punctually for events.
6. If you are booked for an event you are expected to turn up
7. If for good reason you are unable to attend the event booked, or will be late, you are expected to telephone the Croydon Contacts number 07999 866680
8. If you fail to turn up for an event that you have booked for, without letting us know - you may be charged
9. All events are organised and attended by at least one of our trustees and by other volunteers and carers. You should follow all the requests and instructions given by Croydon Contacts organisers at events
10. If you are asked to be part of group, for example when we are out in a public place, or travelling on public transport, you should stay in your group, listen to and follow your group leader's information and instructions
11. If you need to leave your group, for example to go to the toilet, you must let one of the organisers know where you are going
12. When you are leaving at the end of an event you should make sure you tell one of the organisers. They may want to check with you that you are able to travel home independently or that someone is meeting you. This is particularly important if you decide for some reason that you want to leave before the end of an event
13. We don't want to interfere or stop you acting freely, but we have these rules because we are responsible for everyone's safety and wellbeing while you are with us - so we need to know where you are and that all is well!
14. If something or somebody is upsetting or worrying you, please tell one of the organisers - we will do our best to help you

**Thank you**

**February 2020**