



## **Code of Conduct Policy**

### **1. Introduction**

Fields Farm Nature Play & Therapy CIC is committed to creating a safe, respectful, and inclusive environment for all staff, volunteers, service users, and visitors. This Code of Conduct sets out the expected standards of behaviour to ensure that everyone is treated with dignity, fairness, and respect while participating in our activities and services.

### **2. Purpose of This Policy**

This policy ensures that Fields Farm Nature Play & Therapy CIC:

- Maintains a positive, inclusive, and professional atmosphere.
- Ensures that all individuals are treated with respect and equality.
- Promotes safe and ethical practices in all activities.
- Prevents misconduct, harassment, and discrimination.
- Encourages accountability and responsibility for actions.

### **3. Who Does This Policy Apply To?**

This policy applies to:

- Staff (paid and unpaid).
- Volunteers and trustees.
- Service users and their families/carers.
- Visitors, contractors, and external partners.

Everyone involved with Fields Farm Nature Play & Therapy CIC is expected to uphold the principles of this Code of Conduct.

## **4. Expected Standards of Behaviour**

### **4.1 Respect & Inclusion**

- Treat everyone with kindness, dignity, and respect, regardless of background, ability, or beliefs.
- Promote a welcoming and inclusive environment where everyone feels valued.
- Respect cultural differences and personal choices.
- Refrain from discriminatory, offensive, or inappropriate behaviour.

### **4.2 Professionalism & Integrity**

- Conduct yourself in a professional, honest, and ethical manner.
- Follow all policies, procedures, and safety guidelines.
- Maintain confidentiality of sensitive information (as per the Confidentiality Policy).
- Avoid any actions that may damage the reputation of Fields Farm Nature Play & Therapy CIC.

### **4.3 Safeguarding & Wellbeing**

- Prioritise the safety and wellbeing of all individuals, especially children and vulnerable adults.
- Report any safeguarding concerns immediately to the Designated Safeguarding Lead.
- Avoid inappropriate relationships or interactions with service users.
- Ensure all activities are conducted safely and risk assessments are followed.

### **4.4 Communication & Conflict Resolution**

- Communicate clearly, respectfully, and professionally at all times.
- Listen to others and allow space for different opinions.
- Resolve conflicts in a calm and constructive manner.
- Avoid spreading gossip, misinformation, or engaging in negative behaviour.

### **4.5 Use of Facilities & Resources**

- Use equipment, materials, and resources responsibly and for their intended purpose.
- Keep shared spaces clean, safe, and organised.
- Report any damage, hazards, or maintenance issues.
- Respect the natural environment and farm animals, following ethical care guidelines.

## **5. Unacceptable Behaviour**

- Discrimination, Harassment, or Bullying: Including verbal, physical, or emotional abuse.

- Aggressive or Threatening Behaviour: Towards staff, volunteers, or service users.
- Breach of Confidentiality: Sharing sensitive or personal information without consent.
- Substance Misuse: Alcohol or illegal drug use during activities or on-site.
- Unsafe Conduct: Ignoring health and safety rules, causing harm to others or animals.

Any breaches of this policy will be taken seriously and may result in disciplinary action, removal from activities, or legal action where necessary.

## **6. Reporting Concerns & Complaints**

If you witness or experience behaviour that breaches this Code of Conduct, you should:

1. Report it to your supervisor or the Designated Safeguarding Lead.
2. Document any incidents in line with our Complaints Policy.
3. Respect confidentiality while concerns are investigated.

We are committed to handling concerns fairly, promptly, and confidentially.

## **7. Reviewing This Policy**

This policy will be reviewed annually to ensure it remains up to date and relevant.

## **8. Contact Information**

For any questions, concerns, or reports related to this Code of Conduct, please contact:

Emailing: [fieldsfarmcic@hotmail.com](mailto:fieldsfarmcic@hotmail.com)

Calling: Charlotte – 07584045836 or Kate - 07969472087

Writing to: Directors of Fields Farm Nature Play & Therapy CIC, 1 Fields Farm, Spalding Gate, PE126UF