



## Code of conduct and Conflict Resolution Policy

### Declaration

The Wickers Charity (Hub) Centres are “FRIENDLY ZONES” in which all young people, staff, volunteers, families and other stakeholders collectively agree to communicate and act in a manner that demonstrates mutual respect, fairness and equality. Individual needs and differences are recognised as being part of the collective process, and all stakeholders are required to seek out clear and reasonable ways of addressing concerns.

The wickers charity will not tolerate incidents of violence, physical or verbal aggression, gestural aggression, bullying, cyber-bullying, inappropriate use of information Technology equipment and or social media, discrimination, prejudice, expressed bias, harassment or any threats to another. Leaving the Hub or other centres/premises is not permitted without prior consent and any unsafe walk is prohibited. All stakeholders must always be seen to be practising safe behaviour.

### Process

This policy will be made available to all stakeholders. The programme of works Manager will be available to answer questions and to act as a liaison between parties that are experiencing conflict or issues pertaining to the Code of Conduct. The Wickers Charity maintains the right to have final input regarding decisions for those stakeholders who fail to abide by the Code of Conduct.

### DEFINITIONS:

**SAFE BEHAVIOUR:** any behaviour or series of behaviours that is conducive to the safety of all young people and adults.

**VERBAL AGGRESSION:** highly inappropriate language and/or methods of communication that makes another person feel threatened or out of control with the situation.

**PHYSICAL AGGRESSION:** any act taken to deliberately inflict physical hurt or injury upon another person or himself/herself.

**GESTURAL AGGRESSION:** highly inappropriate gestures, body language or invasion of another person’s personal and/or physical space causing the other person to feel threatened or out of control with the situation.

**BULLYING:** use of superior strength or influence to intimidate (someone/others), typically to force them to do something or feel a certain way.



**CYBERBULLYING:** use of electronic communication to bully a person or people, typically by sending messages of an intimidating, threatening or embarrassing nature.

**SOCIAL MEDIA:** for the protection of everyone, we ask there be no social media interaction between staff, young people and families. Some examples of social media outlets include: Facebook, Twitter, Instagram and Snapchat. This is implemented because these are personal outlets and are not professionally appropriate forms of communication between staff, young people and families.

**LEAVING THE PREMISES WITHOUT CONSENT:** deliberate actions taken by young people to leave the supervision of Hub/Centre staff without permission.

**UNSAFE WALKS:** any behaviour that jeopardises the safety of young people or staff between the Hub/Centres and outings.

**EXPRESSION OF BIAS OR DISCRIMINATION:** incidents may be intentional or can take verbal, written, non-verbal or physical forms. They may be subtle, passive or they can be overt. Avoidance, rude behaviour, stereotyping, name calling, jokes, graffiti, insults, threats or intimidation are typical expressions of bias and discrimination.

#### **PROCEDURES AND AVENUES TO ADDRESS CONCERNS:**

1. Deal directly with person(s) involved immediately, do not avoid the conflict
2. Contact Programme of Works Manager
3. Contact Operations Manager and or Designated Person for Safeguarding

#### **TERMS:**

All stakeholders agree to:

- Support a friendly and supportive environment
- Strive to ensure positive communications during interactions
- Follow the recommended procedures for addressing concerns
- Participate in all meetings and allow careful documentation of these meetings
- Abide by the final decision of The Wickers Charity



**IF ANY STAKEHOLDER FAILS TO ABIDE BY THE CODE OF CONDUCT THE FOLLOWING PROCEDURE WILL APPLY:**

1. Gain a general understanding of the conflict, analyse the nature and type of conflict and select the most appropriate strategy for resolution.
2. Get the antagonists together. Let each summarise their points of view, without comment or interruption from the other party. This should be a short discussion so that all parties are clear about the disagreement and conflicting views. Intervene if either party attacks the other. This is not acceptable.
3. Ask each party to describe specific actions they would like to see the other party take that would resolve the differences.
4. All parties must then discuss and commit to make the changes necessary to resolve the conflict.
5. Finally, assure both parties that you have every faith in their ability to resolve their differences and get on with their successful contributions at the Hub/Centre.

**FOR MORE SERIOUS MATTERS, THE FOLLOWING WILL APPLY:**

6. The concerns and inappropriate behaviour will be documented and presented to the Programme of Works Manager.
7. The Programme of Works Manager will set up an initial meeting as required with the parties concerned, to gather more information and to determine if the Code of Conduct was violated.
8. The Programme of Works Manager will convey this information in written form to the concerned parties, so that a decision can be made as to how to deal with the problem.
9. The Programme of Works Manager, in consultation with the Operations Manager and or the Designated Person for Safeguarding, has the right to do the following:
10. ISSUE A WARNING, INSTITUTE PROBATIONARY PERIOD OR REVOKE MEMBERSHIP OF ANY STAKEHOLDER GROUP.

Updated 1<sup>st</sup> November 2022

Signed  
Henry Smith  
Chair of Trustees