CODE OF CONDUCT ON UNACCEPTABLE BEHAVIOUR POLICY

Thriving Survivors (TS) is a third sector organisation located in Glasgow providing extensive support for people impacted by trauma, regardless of who they are, or what their circumstance may be. This includes the provision of emotional, practical, and physical support for a range of people in contact with our organisation. Thriving Survivors actively promotes the voice of lived and living experience and recruits a range of people with differing experiences and backgrounds. This has supported consistent developments within Thriving Survivors core service provision and helpline which offers responsive, and person-centred supports for those affected by sexual violence, gender-based violence and all forms of trauma and adversity.

1. INTRODUCTION

This Code sets out Thriving Survivors approach to dealing with behaviour it deems unacceptable. All staff and students, volunteers, including voluntary Board of Directors and members of the public with whom Thriving Survivors communicates, are covered by this code.
Incidents of unacceptable behaviour are relatively infrequent, but where an individual, group or the work of Thriving Survivors are adversely affected, appropriate and relevant action will be taken.

2. AIMS OF THE CODE OF CONDUCT

- To ensure the fair, honest and consistent treatment of all individuals with whom Thriving Survivors interacts, through any means of contact and communication.
- To make Thriving Survivors associates and members of the public aware of what constitutes unacceptable behaviour and the action that will be taken to manage this.
- To ensure that staff, students and volunteers do not suffer as a result of the unacceptable behaviour of others and are not placed at risk.

This code has been produced and is updated in line with Thriving Survivors aim to provide a positive work and service environment. How we treat each other will influence how we treat visitors, guests, clients and stakeholders. We therefore must endeavour to treat people with professional respect and personal courtesy. Negative behaviours and attitudes can create an unpleasant and unproductive environment which in turn impacts on job performance, morale and motivation.
Examples of Unacceptable behaviour and attitudes include but are not exhaustive of the list below:
- Bullying and or harassing fellow employees/volunteers
- Demeaning or derogatory comments about an individual or group
- Exhibiting threatening or aggressive behaviour
- Any form of physical violence directed at an individual

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- Posting inappropriate work related pictures, images or messages on social media — on an individuals or workplace accounts. This includes liaising with or speaking to any other media outlets without prior consent.
- Being under the influence of drugs and or alcohol whilst on duty or representing Thriving Survivors
- Fraud and theft

REPORTING BREACHES OR SUSPECTED BREACHES IN THE CODE OF CONDUCT

Where an individual or group believes there may have been a breach in the Code of Conduct, they should inform their direct line manager in the first instance in a timely manner. Board members should report any concerns to the CEO in the first instance or the Chairperson of the Board if the issue pertains to staff.

Any incidents reported in the first instance will be addressed by the CEO. They will discuss the alleged breach of the Code of Conduct with the individual (s) in question. Following this it would be hoped that the matter could be resolved informally through discussion and dialogue with the necessary parties.

In the event of further incidents or if the line manager identifies those patterns of behaviour or attitudes have not altered favourably and positively following informal action this matter will be escalated to the Organisation's grievance and or disciplinary process as appropriate.

The Organisation is committed to reviewing this policy on an annual basis whereupon any changes or amendments shall be included as required.