



Hope and Aid Direct

**Complaints Handling and Code of
Conduct Policy**

Change & Approval Record

Date of Change:	Changed By:	Comments:
15/7/21	Steve Walsh	Initial Version
2/2/22	Steve Walsh	Following trustees review
2/2/24	Mark Belton	Version 3 – Tweaks & referencing Related documents

Date of Approval:	Approved By:	Version:
23/11/21	Steve Walsh	Initial Version
02/02/22	Trustees	Version 2
23/3/24	Trustees	Version 3

Introduction

In keeping with its vision and values, Hope and Aid Direct (HaAD) is committed to maintaining the highest degree of ethical conduct amongst all its volunteers and associated personnel. To help increase understanding, this Code of Conduct details Hope and Aid Direct's expectations of volunteers in key areas.

Scope and purpose

This Code of Conduct applies to all volunteers, international and local, with Hope and Aid Direct.

The purpose of this Code of Conduct is to set out the conduct expected of Hope and Aid Direct volunteers whilst working with the organisation, and forms part of all volunteer agreements. The Code is applicable at all times. Breaches of the Code of Conduct are grounds for action, up to and including termination of volunteering activity.

Whilst recognising that local laws and cultures differ considerably from one country to another, Hope and Aid Direct is an International Non-Governmental Organisation, and therefore the Code of Conduct is based upon international and UN standards. Hope and Aid Direct Volunteers are expected to uphold local law wherever they operate, except where the Code of Conduct is more stringent, in which case the Code applies.

Mission and values

We Take Aid not Sides and we believe that everyone is entitled to Human Rights

Code of Conduct Standards

As a Hope and Aid Direct Volunteer I will:

Uphold the integrity and reputation of Hope and Aid Direct by ensuring that my professional and personal conduct is consistent with Hope and Aid Direct's values and standards.

- I will treat all people fairly with respect and dignity.
- When working in an international context or travelling internationally on behalf of Hope and Aid Direct, I will be observant of all local laws and be sensitive to local customs.
- I will seek to ensure that my conduct does not bring Hope and Aid Direct into disrepute and does not impact on or undermine my ability to undertake the role for which I am volunteering.
- I will not work under the influence of alcohol or use, or be in possession of, illegal substances in Hope and Aid Direct workplaces or accommodation.

Not engage in abusive or exploitative conduct

- I will not engage in sexual activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defence.

- I will not exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour. This includes any exchange of our assistance that is due to beneficiaries.
- I will not engage in sexual relationships with beneficiaries, since they are based on inherently unequal power dynamics.
- I will not engage in any commercially exploitative activities with children or vulnerable adults including child labour or trafficking.
- I will not physically assault a child or adult.
- I will not emotionally or psychologically abuse a child or adult.

Ensure the safety, health and welfare of all Hope and Aid Direct Volunteers members and associated personnel (volunteers, partners, suppliers and contractors)

- I will adhere to all legal and organisational health and safety requirements in force at my location of work.
- I will comply with any local security guidelines and be pro-active in informing management of any necessity to change such guidelines.
- I will behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organisations and communities with whom we work.

Be responsible for the use of information, assets and resources to which I have access by reason of my volunteering with Hope and Aid Direct

- I will ensure that I use Hope and Aid Direct assets and resources entrusted to me in a responsible manner and will account for all money and property.
- I will not use Hope and Aid Direct IT equipment, software, communication devices or e-mail and social media platforms to engage in activity that is illegal under local or international law or that encourages conduct that would constitute a criminal offence. This includes any material that intimidates or harasses any group based on protected characteristics or encourages extremism.
- I will not use Hope and Aid Direct IT equipment to view, download, create, distribute or save in any format inappropriate or abusive material including but not limited to pornography or depictions of child abuse.

Perform my duties and conduct my private life in a manner that avoids conflicts of interest.

- I will declare any financial, personal or family (or close intimate relationship) interest in matters of official business which may impact on the work of Hope and Aid Direct.
- I will not be involved in awarding benefits, contracts for goods or services, employment or promotion within Hope and Aid Direct, to any person with whom I have a financial, personal, family (or close intimate relationship) interests.
- I will not accept significant gifts (for personal use) or any remuneration from governments, communities with whom we work, donors, suppliers and other persons which have been offered to me as a result of my work with Hope and Aid Direct. (If you are unsure what constitutes significant gifts then this should be discussed with a Hope and Aid Direct trustee or senior volunteer.)

Uphold confidentiality.

- I will exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so.

Complaints and Reports

Hope and Aid Direct Volunteers are obligated to bring to the attention of the relevant Trustee (or senior volunteer) any potential incident, abuse or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code. Hope and Aid Direct Volunteers reporting concerns are protected by the “Serious Incident Reporting and Whistleblowing Policy”.

Volunteer members who have a complaint or concern relating to breach of the Code should report it immediately to a Trustee (or senior volunteer of HaAD’s Core Team). If the Volunteer member does not feel comfortable reporting to a Trustee (or senior volunteer) for example if they feel that the report will not be taken seriously, or if that person is implicated in the concern, they may report to any other appropriate Volunteers member.

Volunteer members receiving reports or concerns are obliged to action or refer the report immediately.

Related documents

1. Safeguarding and Vulnerable Beneficiaries’ Policy
2. Serious Incident Reporting and Whistleblowing Policy
3. Bullying and Harassment Policy
4. Health and Safety Policy