REMAP Volunteer Code of Conduct and Behaviour Policy

1. Purpose

This policy sets out the expectations for volunteer behaviour at REMAP. It outlines the procedures for addressing conduct that does not align with REMAP's values, as stated in the handbook. The goal is to ensure that all volunteers contribute positively to the organisation and uphold the standards that reflect our commitment to inclusivity, respect, professionalism, and client-centred service.

As a volunteer at REMAP, you are expected to embody the core values guiding everything we do. Our current values statement can be read here.

2. Policy Statement

Volunteers are essential to REMAP's mission, and their behaviour should reflect the values that guide our work. Any behaviour that does not align with these values—whether it negatively impacts clients, disrupts teamwork, or undermines the quality of service—will be addressed through a structured, fair process to uphold the integrity of our organisation.

a) Examples of Behaviour That May Violate REMAP Values

While it is impossible to list every form of conduct that may violate REMAP's values, examples include but are not limited to:

- **Disrespecting clients or their wishes**: Ignoring client needs or wishes, acting in a judgmental manner, or failing to prioritise the client in service delivery.
- **Failing to act in accordance with standard operating procedures**: Acting contrary to best practice in a way that jeopardises REMAP's reputation, commitment to its mission, or adherence to legislation.
- **Disrespecting other volunteers or staff**: Not valuing fellow volunteers and staff, undermining teamwork, or failing to contribute to a positive working environment.
- **Discriminatory or exclusionary behaviour**: Engaging in harassment, bullying, or discriminatory actions against clients, staff, or volunteers.
- **Dishonesty**: Falsifying information, breaching confidentiality, or engaging in behaviour that compromises trust and transparency.

3. Procedure for Addressing Behaviour Not Aligned with REMAP Values

This procedure operates in line with REMAP's principles of:

- Delegated authority and accountability.
- Fairness, proportionality, and transparency.
- Early resolution where possible.
- Clear separation between operational management and governance oversight.

Concerns will be addressed at the lowest appropriate level, with escalation only where necessary due to seriousness, persistence, risk, or conflict of interest. This procedure operates in accordance with Charity Commission guidance on trustee decision-making, delegated authority, and accountability.

4. Relationship to the Articles of Association

Where a conduct matter may affect an individual's, or panel's, membership rights under the Articles of Association, the relevant constitutional procedures will be followed in addition to this policy.

b) Informal Resolution (Panel Chair)

Responsibility: Panel Chair

Where a concern is minor or appears to arise from misunderstanding or lack of training, an informal discussion should take place as soon as reasonably practicable.

The purpose is to discuss the issue, provide guidance, and offer an opportunity to resolve the matter through understanding and support.

- The issue will be explained clearly and constructively.
- Expectations will be restated with reference to REMAP values and this Code.
- Support, guidance, or training may be offered.
- Notes of the discussion may be recorded for reference but will not constitute a formal warning.

Outcome:

Most issues should be resolved at this stage without escalation.

c) Formal Management Action

Responsibility: Operations Manager (or delegated staff member)

Escalation to this stage will occur where:

- Informal resolution has not led to improvement, **or**
- The behaviour is more serious and risks harm to clients, volunteers, staff, or REMAP's reputation.

The Operations Manager will:

- Investigate the matter proportionately.
- Meet formally with the volunteer, who may be accompanied by a supporter.
- Issue a formal written outcome, which may include:
    - A formal warning.
    - Required actions or behavioural expectations.
    - Support, supervision, or training measures.
    - Time-limited monitoring.

A written record will be placed on the volunteer's file and retained for six months.

d) Temporary Restrictions or Reassignment,

Matters will escalate to the CEO where:

- There is continued non-compliance following formal action, or
- The matter is sufficiently serious that senior intervention is required.

The CEO may decide to:

- Temporarily restrict volunteer activities.
- Reassign the volunteer to an alternative role.
- The volunteer will be informed in writing of:
    - The decision.
    - The reasons for it.
    - Any next steps or review points.

e) Suspension or Termination of Volunteer Involvement

Responsibility: CEO

The CEO acts under authority delegated by the Board of Trustees through this policy. The board retains ultimate responsibility and may review or intervene in any case.

Where suspension or termination of volunteering may also affect membership status, the procedures set out in the Articles of Association will apply.

The CEO may decide to:

- Suspend volunteering on a precautionary basis while further assessment takes place.

Termination will only be considered where:

- Other interventions have failed, or
- Behaviour represents a serious breach of trust, safety, or REMAP values.

The decision will be made by the CEO, with notification to and oversight from the Board of Trustees.

The volunteer will receive:

- Written confirmation of the decision.
- Clear reasons for termination.
- Information on the right to appeal.

5. Appeals Process

REMAP recognises the importance of a fair and independent appeals process.

f) Appeal of an Informal Resolution

Informal discussions do not carry a right of appeal. However, a volunteer may request that the Operations Manager review the handling of the matter where they believe the process was unfair or inappropriate.

g) Appeal of a Formal Resolution

An appeal will consider the process, the proportionality, the evidence, and if any conflicts of interest were managed.

h) Appeal of Management Decisions (Formal Warning / Restriction)

- Appeals should be submitted in writing within 10 working days to the CEO.
- Appeals will be reviewed by the CEO if the decision was made below CEO level.
- The decision following appeal will be confirmed in writing.

- The CEO's decision will be final.

i) Appeal of Suspension and Termination Decisions

- Appeals must be submitted in writing within 10 working days to the CEO or Chair of Trustees.
- Appeals will be reviewed by an independent Appeals Panel appointed by the board.
- The panel will normally include:
    - At least one trustee not previously involved.
    - One senior staff member independent of the case.

The appeal panel's decision will make a recommendation to the Board (or delegated trustees), whose decision shall be final.

j) Exceptional Circumstances

At any stage REMAP reserves the right to bypass earlier steps where behaviour represents:

- Immediate risk to clients, volunteers, or staff.
- Serious safeguarding, legal, or reputational concerns.

Such decisions will be proportionate and clearly documented.

6. Support for Volunteers

REMAP is dedicated to supporting its volunteers throughout this process. Volunteers are encouraged to speak with the CEO or any leadership team member if they require additional guidance or support.

7. Confidentiality

All matters will be handled confidentially and in line with data protection requirements. Records will be kept securely and only for as long as necessary.

8. Conclusion

REMAP values its volunteers and is committed to maintaining a positive, respectful, and client-focused environment. This policy supports volunteers to align with REMAP's values through learning and support while safeguarding the organisation's commitment to delivering high-quality, client-centred service.

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