

## General Code of Conduct

Pituitary conditions are rare, but they can affect anyone. We make every effort to care for everyone who contacts us. We work tirelessly to support and represent pituitary patients, carers and their families. We are here for the whole pituitary community.

Our code of conduct applies to staff, trustees, volunteers, service providers, members, guests and other stakeholders attending our events or accessing our services or online platforms.

At The Pituitary Foundation we believe that our members, every person who works for, or with us, volunteers with us, or otherwise comes into contact with us, should be treated with dignity and respect, and feel that they are in a safe and supportive environment.

The Pituitary Foundation recognises its responsibility to create an inclusive culture that does not tolerate inappropriate, discriminatory, offensive or harmful behaviour towards any person who works for, volunteers with, is a member of, or comes into contact with, the charity.

We also strive to make The Pituitary Foundation, both in terms of its office, meetings, events, online platforms and all other services, a place where people's wellbeing and mental health are valued and promoted, so that anyone working at, or coming into contact with the charity, is encouraged to value and invest in their own health and wellbeing.

### The Pituitary Foundation

- stands against and has a clear approach to prevent abuse of trust and power including bullying, intimidation, harassment, discrimination or victimisation in all its activities as outlined in our Safeguarding Policy.
- encourages a culture that supports the reporting and resolution of allegations, suspicions or concerns about abuse of any kind or inappropriate behaviour.
- ensures that anyone working or volunteering for the charity understands the expectations placed upon them, undertakes any necessary safety checks and provides the relevant training to support them in meeting their responsibilities.
- ensures that anyone who works or volunteers for The Pituitary Foundation, or accesses its services or online platforms, has access to proper support and advice if they: experience or witness unacceptable behaviour, raise a concern or make an allegation about the actions of others or don't feel safe.

## **Behaviours we expect from everyone**

The Pituitary Foundation's staff, volunteers (including trustees), members, and all other stakeholders who access our services or online platforms are requested to:

- Communicate and respect boundaries, bearing in mind that they are different for everyone.
- Keep any physical or online contact safe and socially appropriate.
- Speak up if something makes you uncomfortable, or if you notice another participant may be uncomfortable.
- Listen with an open mind if somebody else speaks up.
- Behave with integrity.
- Uphold and adhere to our charity's values which are: to be caring, open, knowledgeable, patient-led and trustworthy.
- To follow our Safeguarding Policy at all times.

## **Who to contact if you have questions or complaints**

If you have any questions or complaints or have been made to feel unsafe or unwelcome while attending a Pituitary Foundation event, accessing one of our services, online platforms, or engaging with any of our team, please email us on [helpline@pituitary.org.uk](mailto:helpline@pituitary.org.uk) or 0117 370 1333. Our Complaints Policy is available on our website.

If you have a safeguarding concern please contact our Designated Safeguarding Officer, Pat McBride on 0117 370 1333 or [helpline@pituitary.org.uk](mailto:helpline@pituitary.org.uk) Our Safeguarding Policy is available on our website.

## **What happens if someone breaches the code of conduct?**

If an individual fails to meet The Pituitary Foundation's code of conduct the organisation will look into the matter accordingly and respond on a case by case basis.

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