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| Conduct Policy : Service Users and Clients |

MindOut seeks to provide a welcoming and comfortable environment which ensures trust and respect for all service users and clients, visitors, staff, and volunteers.

We aim to provide service users with a safe and supportive environment to:

* ask for help and support
* give and receive help and support
* share personal, sensitive and confidential information
* express their identity without fear, prejudice or judgment
* express their feelings without fear, prejudice or judgment

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| **Expectations of MindOut Service Users and Clients** |

All service users and clients are expected to:

1. abide by MindOut’s Service User Agreement
2. treat MindOut staff and volunteers, other services users with respect
3. refrain from discriminatory comments or actions in regards to sexism, racism, ageism, ableism, classism, homophobia, biphobia, transphobia and any other behavior that is derogatory to a marginalised people in our communities
4. maintain confidentiality and respect the privacy of other service users, volunteers and staff members
5. understand that access to MindOut and our services is limited and that eligibility does not automatically ensure services
6. understand that most of our services are not drop in and that an appointment may be necessary.
7. deal with problems and concerns in a respectful manner, according to MindOut’s Policies and Procedures.
8. express dissatisfaction and/or make complaints in line with MindOut Complaints Procedure for Clients.
9. understand that making public comments, including posting on social media, that harass, bully or defame MindOut staff, volunteers, or service users is unacceptable and could result in refusal or withdrawal of services
10. understand that taking action that could damage the reputation and integrity of the organisation or jeopardize current or future service commissioning could result in refusal or withdrawal of services
11. treat MindOut’s property, whether material or intangible, with respect and care
12. not use MindOut’s trademarks, copyright and other property (information, reports etc.) without permission
13. if you give other service users your contact details, that is your responsibility.  Staff and volunteer personal contact details are not shared and should not be sought or used if found; these include home address, social media profiles, email address, telephone number.

**Refusal or withdrawal of Services:**

Service users have a responsibility to be respectful and considerate of other service users, staff and volunteers of MindOut. The decision to withdraw or refuse a service is usually made by MindOut Service Managers and/or CEO in consultation with relevant staff, volunteers and Trustee Board.

**Individuals may be refused services if they:**

1. do not fulfil the above responsibility
2. are perceived to be threatening, harmful, sexually inappropriate or sexually harassing to other service users, staff or volunteers
3. are disruptive to a group or service, or breach confidentiality and/or the Service User Agreement
4. behave violently in any real or perceived manner

**If a service is refused or withdrawn the person can expect:**

* an explanation of the reasons
* details of what will be expected for them to return to use MindOut services
* information about how to appeal the decision or make a complaint about the decision
* information about where else to find mental health support and/or representation

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| Signature |  |
| Name |  |
| Date |  |