

Code of Conduct & Acceptable Behaviour Policy



Last updated: September 2026

At Feel Good Suffolk, we want everyone who uses our service to feel safe, supported, and respected. Our team is committed to treating every person with kindness, empathy, and professionalism. We ask the same in return.

We understand that people may feel frustrated or upset when facing challenges, and we'll always aim to resolve issues calmly and respectfully. Our goal is to create a positive and safe environment for everyone working on their health and wellbeing, including our staff and volunteers.

Our commitment to you

We will:

- Treat you with respect and listen to your needs.
- Offer support in a friendly, non-judgemental way.
- Keep your information private and handle it responsibly.
- Be clear about what we can offer, what you can expect, and how long things take.
- Provide reasonable adjustments to ensure our services are accessible to anyone who may need additional support.
- Work to resolve any issues quickly and fairly.

What we ask from you

We ask all clients accessing our services, including group sessions, one-to-one appointments, telephone support and online services, to follow the standards below:

- To treat staff, volunteers, and other clients with respect and courtesy.
- To communicate in a way that creates a positive and supportive environment for all.
- Share your feedback so we can celebrate what's working or improve where needed.

Our shared responsibilities

While Feel Good Suffolk Advisors are responsible for facilitating and managing sessions, all participants are expected to contribute positively and help maintain a respectful, supportive and productive environment.

If a safeguarding concern is identified or reported, we will follow our internal policies and procedures accordingly.

Unacceptable behaviour

We will not tolerate:

- Shouting, or threatening language (including swearing).
- Any form of physical or verbal abuse or personal attack.
- Discrimination or harassment based on someone's race, gender, disability, age, sexuality, religion, or background.
- Obtaining, using, sharing or threatening to share personal information about Feel Good Suffolk staff online without their consent, including defamatory comments.
- Excessive or unreasonable demands.
- Attending sessions under the influence of drugs or alcohol.

If unacceptable behaviour occurs, we may:

- Issue a warning.
- End a phone call, session or meeting.
- Ask you to leave a group or venue.
- Limit how or when we contact you.

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- Suspend or end your access to the service.

If we take any of these steps, we'll write to you to explain why.

Questions or complaints

If you have any questions about this policy or how it's been applied, please contact us at: feelgoodsuffolk@suffolk.gov.uk

If you wish to make a complaint, you may submit it to feelgoodsuffolk@suffolk.gov.uk. Your complaint will be handled according to the policy of the appropriate delivery partner (i.e. your local District or Borough Council).