

## **Our Charity Commitment & Our Expectations of You**

### **Purpose and Scope:**

This is a summary of reasonable expectations on ways of working together, and how we treat each other, based on key principles of trust, integrity, mutual respect and our charity 'ICARE' values. These stand for Innovative, Collaborative, Authentic, Resourceful and Energetic.

The principles and expectations set out relate to all those engaging in services and support, including veterans, serving personnel, family members/loved ones and former locally employed civilians. The content extends to former or current service users offering their help to the charity in a voluntary capacity, for example as an Ambassador or Coach.

All colleagues delivering services and support should be familiar with this document in order to encourage, support and offer consistency in working to these principles and expectations and to ensure the quality of their own responses.

This applies to face-to-face interactions, digital contact, social media use, and to all settings in which Help for Heroes operates.

### **We promise to:**

- Provide a warm and professional welcome to our services and support
- Provide information, advice and guidance in a way that is easy to access
- Respond to your enquiries in an efficient, timely and helpful manner
- Deliver quality services and support that help you move forward, towards or readjust to the life you want to lead
- Focus on the changes you wish to make to help you feel safe and secure, as physically and mentally well as your injuries and health allow, and lead a purposeful and productive life
- Provide support if you tell us about your identity, a disability, or neurodivergent needs that mean you have preferred learning or communication methods
- Work with you in a non-judgemental way, free from discrimination, fostering a feeling of inclusion and openness, ('being able to be you')
- Respect your personal beliefs, identity, religious and cultural practices. We are committed to equality, diversity and inclusion regardless of race, colour, ancestry,

religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability or gender identity

- Provide opportunities for you to express your views and be involved in developing our services and support further
- Treat your personal information in line with the guidelines and best practice set out under General Data Protection Regulations (GDPR) and Safeguarding requirements. (The Help for Heroes privacy policy provides detailed information on confidentiality and data protection procedures).

**We ask that you:**

- Contact us for assistance if there is anything you're not sure about
- Act in a responsible manner with mutual respect and understanding when involved in face to face (in person), phone or digital contact with charity colleagues, other beneficiaries and volunteers.
- Adhere to the stated protocols when communicating via our social media platforms, e.g., the Fellowship Facebook page
- Respect the rights, beliefs, life choices and opinions of others
- Let us know as soon as you can about any withdrawal from the charity's activities, courses, services and support, or request to rearrange
- Not act in a way that may be considered threatening or disruptive, to be bullying or harassment, or likely to cause physical or emotional harm, either to other beneficiaries, charity colleagues or volunteers
- Refrain from excessive use of alcohol or drug use when participating in services and support, whether one to one sessions or group activities, courses or events, and when undertaking volunteer duties. This includes overnight stays in charity-provided accommodation. Evidence of excessive use or intoxication may result in being withdrawn from the activity and ultimately support services, or from the volunteer role, if this is repeated. This is because we have a duty to support your wellbeing and that of others who might otherwise be negatively impacted.
- Share any information with us that is relevant so we may help in the best way possible
- Inform us as soon as possible if your situation or needs change, so we can respond appropriately
- Take an active role in your progress to the best of your ability, with our full support for as long as you are in need
- Participate in any focus groups, forums, co-creation activities etc. in a constructive way, in line with our charity 'ICARE' values (Innovative, Collaborative, Authentic, Resourceful, Energetic)
- If involved in supporting service delivery in a voluntary capacity, use charity IT equipment and/or software for the agreed intended purposes and not for inappropriate activity

**Actions if either we or you fall short:**

All charities have a responsibility to create an inclusive culture that does not tolerate inappropriate, discriminatory, offensive or harmful behaviour towards any person who works for, volunteers with, or comes into contact with the charity. Every person who comes into

contact with Help for Heroes should be treated with dignity and respect and feel that they are in a safe and supportive environment.

### **1. Making a complaint**

We view feedback as an opportunity to learn and improve for the future, as well as a chance to put things right for you as the person that has taken the time to share your experiences and thoughts.

We're committed to providing high quality care and support to all who access our charity support or who work for and with us. You have the right to provide feedback, raise concerns or make a complaint about any of the services used, your interaction with the charity, or our policies and procedures.

### **2. How we will manage your complaint**

Whether you provide feedback or a formal complaint we will follow our Complaints process. Any complaint received will be handled in the strictest of confidence in accordance with our Data Protection and Privacy Policies. Care will be taken that information should only be disclosed to those who have a demonstrable need to have access to it.

### **3. How we will manage concerns about your conduct**

Whilst our focus will always be on prevention through clear expectations, where a breach or possible breach is identified, our primary focus will be on:

- preventing harm and reducing risk to you and others
- seeking understanding of the behaviour(s) so we can respond effectively
- taking a balanced view, considering our duty of care and responsibilities towards beneficiaries, colleagues and all who come into contact with the charity

We will:

- Consider each situation on a case-by-case basis (severity, impact on others, context) and broadly follow these principles, which also underpin our approach to managing safeguarding concerns; empowerment, prevention, proportionality, protection, partnership and accountability.
- Mirror, as far as possible the approach for employees with respect to fairness, a right to be heard, representation, mitigation and clarity on the nature of the breach.
- Communicate promptly and clearly with you as to our concerns
- Aim to resolve the matter with you informally first
- Move towards more formal actions if appropriate or required, with reference to our governance responsibilities, including safeguarding
- Explain the steps we will take and respond to any queries about this
- Keep you informed
- Communicate the outcome to you and what this means