



## **This Code of Conduct is an unsigned agreement between Parents/Carers/Visitors, and I AM Celebrating Autism in Greater Manchester (I AM)**

At I AM we work hard to support individuals who are autistic. We recognise the challenges that individuals and their parents/carers face and we are dedicated to trying to work with individuals and their families to help them to achieve their goals and aspirations wherever possible.

On rare occasions, we may not be able to support specific needs. When this happens, we will discuss the issue with the parent/carer and signpost, if possible, to services that may be better placed to provide support. We recognise that these situations can be frustrating for parents and guardians – and empathise with these frustrations. However, always, our priority is to act in the best interests of all our members, not just a single individual.

**The purpose of this code of conduct is to provide clarity about the expectations around the conduct of all parents, carers and visitors connected to our work.**

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact our Centre Manager or the CEO, who will be available to talk with you and go through the issue and to hopefully resolve it. Where issues remain unresolved, please follow I AM's complaints procedure. This is available on our website.

This code aims to clarify the types of behaviour that will not be tolerated from anyone, whether an individual member or a parent, carer or visitor, and seeks parent/ carer/ visitor agreement to these expectations. By "member" we mean a user of our services, whether a paid-up member or not.

The code of conduct also sets out the actions that I AM can take should this code be ignored or where breaches occur.

### **Behaviour that will not be tolerated:**

- Disruptive behaviour which interferes or threatens to interfere with any of I AM's normal operation.
- Any inappropriate behaviour on I AM's premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, parent/carer or member of I AM.
- Damaging or destroying I AM property.



- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the I AM community.
- Defamatory, offensive or derogatory posts or comments regarding I AM or any of the members/parents/staff/Trustees of I AM on any social media sites
- The use of physical, verbal or written aggression towards another adult or child.
- Approaching another member in order to discuss with them or chastise them because of the actions of this member towards them or their own family member.
- Smoking, taking illegal drugs or the consumption of alcohol on I AM premises (alcohol may only be consumed by adults during authorised events)

Should **any** of the above occur on I AM premises or in connection with I AM, I AM may feel it is necessary to take action by contacting the appropriate authorities or consider suspending or banning the member and their family/carers.

### **What happens if someone ignores or breaks the code?**

In the event of any parent/carers or visitor of I AM breaking, this code then proportionate actions will be taken as follows:

In cases where the unacceptable behaviour is considered to be a serious and potentially a criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence and actual violence. This will also include anything that could be seen as a sign of harassment of any member of the I AM community, such as any form of insulting social media post or any form of social media cyber bullying.

In cases where evidence suggests that behaviour would be tantamount to libel or slander, then I AM will refer the matter to its legal advisers for further action. In cases where the code of conduct has been broken but the breach was not libellous, slanderous or a criminal matter, then I AM will send out a formal letter to the parent/carers with an invitation to a meeting. In all cases the individual member will be suspended from participating in all I AM activities until the matter is resolved.

At I AM we take safeguarding issues seriously. Where we have concerns about a safeguarding matter we will follow our policy on reporting our concerns.

Thank you for abiding by this code. Together we can create a positive environment not only for I AM members but also all who work and visit I AM.

Helen

(Helen Boden, CEO)