



Code of Conduct Policy

HOPE for Epilepsy

Code of Conduct Policy

Purpose of this Policy

HOPE for Epilepsy (also referred to in this document as 'the charity', 'us' and 'we') focus on supporting families who have been impacted by a diagnosis of paediatric epilepsy.

We take seriously our responsibility to the children, young people and potentially vulnerable adults who are associated with our charity and will not tolerate behaviour that can be considered harmful, exploitative, or potentially abusive in any way.

This policy sets out the basic levels of standards of behaviour we expect from all who attend (including volunteers and board members) and behaviour we will not tolerate. Although this is not an exhaustive list, it provides the foundations of what we hope to see at our sessions.

This policy should be read in conjunction with our safeguarding policy, volunteer policy, confidentiality policy and trustee code of conduct policy.

Context

This code of conduct policy applies to HOPE for Epilepsy's support sessions held at Oakleigh School and the group family days out we organise.

The sessions and days out are organised in part to provide short periods of respite for families, a chance to reduce feelings of social isolation and create an informal network of support and friendship.

It is therefore vital for this to be created in an atmosphere of trust and mutual respect.

Basic underpinning of the code of conduct

Underpinning our code of conduct policy are principles of safeguarding, anti-discrimination, and anti-bullying. Although we set this out in the context of our sessions and days out, we hope that it also applies to the interactions families may have outside of this also.

Financial Need

At HOPE for Epilepsy we recognise that there are extra costs and pressures in raising children who have additional needs and/or disabilities. Should any family find themselves in financial need, we would encourage them to come up to a trustee or advisor who are present in the support sessions, or to email or to contact by phone so we can explore what issues that family may be facing and signpost accordingly.

We do not want any parent/carer to directly ask another parent/carer for money or goods. If this should happen, people are encouraged to re-direct that person to a trustee or advisor. Even though trustees and advisors are not debt management or financial specialists, as mentioned above, they are in a position to signpost to local or national organisations that can help. This will all be done with a high degree of confidentiality.

Code of Behaviour:

Do's

- Respect the basic right of others by acting fairly, honestly, and tactfully, and by treating people with dignity and respect
- Do treat everyone equally and do not discriminate on the grounds of age, gender, disability, race, ethnic origin, nationality, colour, parental or marital status, religious belief, class or social background, sexual preference, or political belief
- Do respect the right to personal privacy of a child, young person, or vulnerable adult

Don'ts

- Do not come to the sessions/days out under the influence of alcohol or drugs
- Do not come to the sessions/days out in possession of alcohol or drugs
- Do not condone, or allow to go unchallenged, any form of discrimination if witnessed
- Do not ask anyone for money/goods, if in need please talk confidentially to a trustee or advisor

Resolving Issues

HOPE for Epilepsy strives to create a welcoming atmosphere for all families who can attend. We value the trust that families put in our charity to foster this atmosphere. We have published this Code of Conduct on our website to reassure anyone they can come forward with concerns, questions, or complaints.

Please bring any concerns you may have to the attention of a trustee or advisor.

If anyone continues to repeatedly break this code of conduct it is with regret we will have to ask that person to stop attending our support sessions.

Code of Conduct Policy

Date	Action	By whom
Dec 2022	Created	Louise Miller (Trustee)
Dec 2022	Reviewed and checked	Dr Nadine Gurr (Chair of Trustees)
Nov 2024	Reviewed and name changed from 'HOPE for Paediatric Epilepsy: London' to 'HOPE for Epilepsy as per rebrand	Louise Miller (Trustee)
<i>Nov 2025</i>	<i>Date of next review</i>	