



## **Policy 2**

# **Working Together Code of Conduct and Safeguarding Code of Conduct**

**For**

**Wenlo**

**Riding for the Disabled Group**

Address: Bowleys Barn Farm, Stanford Road, Normanton-on-Soar  
Leicestershire, LE12 5ER

Registered Charity No: 1073408

**Revision**

Working Together Code of Conduct escalation route changed, adding clarity to appeal process by modifying table and adding third last paragraph in text. Safeguarding Code of conduct complete rewrite for new content and format to better reflect a code for everyone

## **WORKING TOGETHER CODE OF CONDUCT**

The role of all volunteers and staff, whether from an RDA Group or RDA UK, is to ensure all our participants, staff and volunteers have an excellent experience with RDA.

RDA UK consists of the RDA Board; National Office staff; National, Regional and County Representatives; Coach Developers; National Trainers and Assessors.

### **RDA's CORE VALUES**

1. RDA is a community of people who believe that it's what you can do that counts and who enable participants and volunteers to achieve their goals
2. RDA values the input of all people who are involved – participants, volunteers and paid staff
3. RDA ensures that development and achievement is recognised and celebrated across the organisation
4. RDA aims to deliver an excellent service and experience for all participants and volunteers
5. RDA recognises the central part that horses and ponies play in everything we do

### **Expected Behaviours When Working Together within RDA**

The standard of behaviour expected when working together, for the ultimate benefit of our participants, is outlined below. Everyone is expected to act honestly, reasonably, conscientiously and in good faith at all times; this includes anyone within RDA Groups and all RDA UK representatives.

At all times we expect volunteers, staff and participants to:

- Treat everyone equally, with respect and dignity
- Comply with lawful and/or reasonable direction, instructions and policies
- Place the safety and welfare of everyone involved as the highest priority
- Always act to ensure a very high standard of equine welfare

- Create a safe and enjoyable environment for participants, volunteers and staff
- Maintain the confidentiality of any information obtained whilst working/volunteering for RDA and only use the information for the purposes for which it was intended

Volunteers, participants and staff will not:

- Allow inappropriate language or behaviour to go unchallenged
- Embarrass, humiliate or undermine individuals
- Act in any way that may bring RDA into disrepute
- Form a relationship with a child, young person or adult at risk, that is an abuse of trust
- Abuse their privileged position of power or trust

### **WHEN SOMETHING GOES WRONG**

We would always hope that any disagreements could be settled amicably between the individuals involved. However, we accept that at times this may not be possible and help may be needed to resolve the situation.

If anyone has behaved in a way that makes you feel they have breached our values and expected behaviours, please firstly try to talk to the person involved and resolve it if you can.

If you need to escalate your concerns, please follow the table below and contact the relevant person:-

<b>Concern about the behaviour of a group volunteer, participant or staff</b>	<b>Concern about the behaviour of a County or Regional Representative</b>	<b>Concern about the behaviour of a Board, National Office or National Representative</b>
<ul style="list-style-type: none"> <li>• Telephone or write with concerns to the Group Chair</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone or write with concerns to the Regional Chair</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone or write with concerns to the Director of Operations at RDA National Office</li> </ul>
<ul style="list-style-type: none"> <li>• If not resolved, or the matter relates to the Group Chair, escalate in writing to the County/Regional Chair</li> </ul>	<ul style="list-style-type: none"> <li>• If not resolved, or the matter relates to the Regional Chair, escalate in writing to the Director of Operations at RDA National Office</li> </ul>	<ul style="list-style-type: none"> <li>• If not resolved, or the matter relates to the Director of Operations, escalate in writing to the RDA CEO at RDA National Office</li> </ul>
<p>Should a complainant wish to appeal the outcome of their escalated complaint they may do so as follows:</p>		
<ul style="list-style-type: none"> <li>• If not resolved, appeal in writing to the Director of Operations at RDA National Office</li> </ul>	<ul style="list-style-type: none"> <li>• If not resolved, appeal in writing to the RDA CEO at RDA National Office</li> </ul>	<ul style="list-style-type: none"> <li>• If not resolved, or the matter relates to the CEO, the matter will be investigated by the RDA UK Chair and Board</li> </ul>

If you do not know who the relevant person is to speak to, or do not have their contact details, please contact National Office on 01926 492915 and one of the team will be able to provide you with details.

When a concern has been received in writing (email or by post), you can expect to receive a confirmation of receipt within two working days, outlining what will happen with timescales.

You will receive a full written response, which will hopefully resolve the situation but, if not, the response will include details on how to escalate the matter further.

Complainants have the chance to appeal a decision once and this will be to the next level of RDA UK. Appeals must be made within 30 days from receiving the written outcome of the initial escalated complaint, outlining the premise of the appeal.

In the spirit of openness and transparency, anonymous concerns will not be acted upon.

## **WORKING TOGETHER CODE OF CONDUCT**

The aim of this code of conduct is to create a safe and enjoyable environment for everyone involved in RDA

---

Treat everyone equally, with respect and dignity and never engage in deliberately hurtful behaviour.

Bullying will not be tolerated in any form.

Everyone associated with RDA has a duty of care towards each other. Never abuse any position of trust you may hold and always act within appropriate boundaries, even in difficult circumstances.

Set an example you wish others to follow and remember everybody is a role model at all times, inside and outside of RDA.

---

Physical contact should only be made with a child, young person or adult at risk in response to their needs at the time, and this should be appropriate to their age, gender, ethnicity and ability. Always explain your actions first and ensure you have consent.

Never allow or engage in rough, physical or sexually provocative games, and refrain from making sexually suggestive remarks, even in fun.

Inappropriate language should always be challenged.

Ensure that wherever possible parents/carers are responsible for an individual's personal care, such as using the toilet. Never do things of a personal nature that someone can do for themselves.

---

Other than parents or guardians, never be alone with a child, young person or adult at risk when not in sight and hearing of others.

Other than parents or guardians, never take a child, young person or vulnerable adult to your house where they will be alone with you, or transport them from one location to another by yourself.

Always ensure an appropriate level of supervision. Children, young people and adults at risk should always have a responsible adult supervising their activity.

---

Dress in a safe and appropriate manner for your time within RDA.

No one should be under the influence of alcohol/illegal substances whilst active within an RDA environment or acting in a capacity for RDA.

---

**Always inform your Safeguarding Officer immediately if:**

You have any allegations made to you or any concerns yourself – it is unacceptable to not act upon a genuine concern. This includes those involving you directly.

You feel someone else has misinterpreted what you have said or done.

You have had to restrain or accidentally hurt a child, young person or adult at risk.

You think you may have breached the code of conduct.

**You should never plan to be in a situation where you are alone with one child, young person or adult at risk. Should an emergency occur, you must consider what action you are able to take, to ensure the situation is as safe as possible for everyone involved.**