

User Code of Conduct

July 2021

St Faith's Centre is a multi-use community space, offering activities for many different groups of people. While we're here, all of us are very likely to come into contact with other users. It is the responsibility of all of us (Staff, Activity Leaders and Participants) to use the Centre in a way which does not negatively impact anyone else. Everyone who uses St Faith's Centre is deserving of equal respect and compassion. **Be nice.**

If you experience a problem with another user who is not abiding by this code of conduct, raise the issue with your Activity Leader and/or with the Centre Manager. Refer to St Faith's Community & Youth Foundation's **Complaints & Whistleblowing Policy**. Issues will be addressed thoroughly and sensitively.

As users of St Faith's Centre, we promise:

- To participate in our activity enthusiastically.
- To respect one another, accepting differences of race, gender, ability, age and religion.
- To create a supportive, caring, safe environment where everyone is free from fear being bullied or abused.
- Always to use socially acceptable behaviour and language.
- Never to shout. Never to be aggressive. Never to intimidate or threaten anyone.
- To try to solve issues through calm discussion, and if we can't, to address any incident through appropriate channels, avoiding entering into disputes.
- To start on time and finish on time. To clear our space on time, bearing in mind another user group could be starting straight after we finish.
- To give other users space. To stay in the area of St Faith's Centre where our own activity is taking place. Never to interrupt other groups. Never to go in to or through other groups' space without permission.
- To avoid making noise that disturbs or disrupts other groups.
- To take care of the building. To leave it as we find it. To avoid leaving marks on walls or floors.
- If we have used or moved any furniture, to put it away at the end of our activity before we leave.
- Not to interfere with or use other people's equipment without permission.
- Not to make a mess, and if we do, to clear it up. To dispose of anything that might pose a hazard to others (such as broken glass, food waste etc), in the grey wheelie bins outside, not in the waste paper bins inside.