

Service Users Agreement:

Respectful Conduct and Prevention of Harassment

Carers Federation is committed to providing a welcoming, safe and respectful environment for everyone.

We ask all service users, visitors, staff and volunteers to treat one another with dignity, kindness and respect.

Harassment, including sexual harassment, bullying, discrimination, victimisation, threatening behaviour or other conduct that may cause someone to feel intimidated, humiliated or uncomfortable is not acceptable.

If you experience or witness behaviour that concerns you, please speak to a member of staff or contact your service manager. We will listen, take your concerns seriously and respond sensitively and fairly.

Where appropriate, we will work with those involved to resolve the matter. However, if behaviour is serious or continues after concerns have been raised, we may need to take further action to protect the wellbeing and safety of everyone using or delivering our services.

This could include changing how a service is provided or, in exceptional circumstances, limiting or withdrawing access to the service.

We appreciate everyone's help in creating a supportive and respectful environment.