WENLO RDA It's what you can do that counts

Policy 2

Working Together 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: 1191961

Revision
No Changes but split from Safeguarding Code of Conduct

WORKING TOGETHER
RDA UK 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

June 2019 (reviewed 2022)

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:

Concern about the behaviour of a group volunteer, participant or staff	**Concern about the behaviour of a County or Regional Representative**	**Concern about the behaviour of a Board, National Office or National Representative**
• Telephone or write with concerns to the Group Chair	• Telephone or write with concerns to the Regional Chair	• Telephone or write with concerns to the Director of Operations at RDA National Office
• If not resolved, or the matter relates to the Group Chair, escalate in writing to the County/Regional Chair	• If not resolved, or the matter relates to the Regional Chair, escalate in writing to the Director of Operations at RDA National Office	• If not resolved, or the matter relates to the Director of Operations, escalate in writing to the RDA CEO at RDA National Office
Should a complainant wish to appeal the outcome of their escalated complaint they may do so as follows:		
• If not resolved, appeal in writing to the Director of Operations at RDA National Office	• If not resolved appeal in writing to the RDA CEO at RDA National Office	• If not resolved, or the matter relates to the CEO, the matter will be investigated by the RDA UK Chair and Board

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 (via 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.

June 2019 (reviewed 2022)