

This code of conduct template can be adapted and populated to meet the needs of your organisation



	What a member of the public involved in our research can expect	What will be expected from you as a member of the public involved in our research
Training and induction	In this section you can include any support or training packages offered	In this section you can include any expectations you have of the member of the public e.g.: <ul style="list-style-type: none"> - <i>To attend any offered training, to keep any records/information securely in line with GDPR</i>
Practicalities	In this section you can include information around the practicality of the role e.g.: <ul style="list-style-type: none"> - <i>Advice/support around role</i> - <i>Methods of contact</i> - <i>Information on any travel or accommodation expenses provided and process</i> - <i>Links to any assistance / support regarding benefits</i> - <i>Any expectation around follow on work within role e.g. giving feedback</i> - <i>Any information regarding review of the role</i> - <i>Confidentiality / GDPR / data protection</i> 	In this section you can include information around the practicality of the role e.g.: <ul style="list-style-type: none"> - <i>Commitment to learning and understanding role and activities.</i> - <i>To follow expense guidelines</i> - <i>Commitment to respond to follow on work</i> - <i>Commitment to engage with review of role</i>

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Communications	<p>In this section you can include information around the communications expectations of the role</p> <ul style="list-style-type: none"> - <i>Methods of communication (e-mails, telephone calls newsletter, updates etc.)</i> - <i>Extra ways to contribute e.g. case studies, involvement stories</i> 	<p>In this section you can include information around the communications expectations of the role</p> <ul style="list-style-type: none"> - <i>Responding to communications sent to you</i>
Practice	<p>In this section list qualities expected e.g.:</p> <ul style="list-style-type: none"> - <i>Respect and courteous treatment of others</i> - <i>Punctual attendance at meetings / meetings running to time</i> - <i>Acknowledgement of input</i> 	<p>In this section list qualities expected e.g.:</p> <ul style="list-style-type: none"> - <i>Respect and courteous treatment of others</i> - <i>Attendance at meetings and punctuality</i>

Rights / entitlements of Public Involvement members

- You will have access to training, communications and support (as detailed above), to help you to perform in and improve your involvement opportunity.
- If you are unhappy with any aspect of your involvement, please contact us (details here) at the earliest opportunity. We will aim to deal with the matter in a timely, fair, transparent and legitimate manner. Likewise, in the event of a complaint being made against you, we will be under a duty to investigate or review in a timely, fair, transparent and legitimate manner.
- In the event that you are found to be in breach of any part of this code of conduct or act in a manner that is not professional or acceptable, we have a right to remove you from any involvement opportunity with immediate effect. If issues arise that

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mean that we need to consider removing you we will discuss this with you first and try and resolve it between ourselves. If this is not successful then we will inform you by way of a letter explaining the reasons for making this decision and how your removal will take place. Whilst there is no right of appeal against this decision as you are a volunteer (not in an employer/employee relationship) we will if requested meet with you to discuss our reasons for making this decision. Please note that our decision in this respect is final.

This code of conduct is binding only in the sense that it is an expression of goodwill by you as a volunteer. It is not intended to be seen as a legally binding contract as neither you, nor do we intend any employment relationship to be created now or at any point in the future.

Print name:

Signed:

Date:

Please sign and date this document and return to: