



Code Of Conduct

Last Updated: April 2026

Code of Conduct

Purpose of this policy

This policy outlines the standards of behaviour expected from everyone working with or representing MENT4. It helps ensure that our team works with professionalism, integrity and care, and that young people, families, colleagues, partners and the wider community experience MENT4 as a safe and trustworthy organisation.

Who this applies to

This policy applies to all MENT4 staff, mentors, facilitators, volunteers, trustees, freelancers and anyone acting on behalf of the organisation.

Our expectations

Everyone representing MENT4 is expected to:

- act with honesty, integrity and professionalism
- treat young people, families, colleagues and partners with dignity and respect
- uphold MENT4's mission, values and safeguarding responsibilities
- maintain appropriate professional boundaries at all times
- communicate clearly, respectfully and responsibly
- follow MENT4 policies, procedures and instructions from line managers
- attend work, meetings, sessions and commitments on time and prepared
- protect confidential information and handle data appropriately
- avoid behaviour that could bring MENT4 into disrepute
- raise concerns early and through the correct channels
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Working with young people

When working with young people, staff and mentors must remember that they are in a position of trust. This means all conduct must be safe, appropriate and professional.

Team members must:

- prioritise the safety, wellbeing and dignity of young people
- listen without judgement and respond with care
- maintain clear boundaries and avoid any behaviour that could be misunderstood
- never use their position to control, exploit, manipulate or intimidate a young person
- avoid favouritism, inappropriate personal relationships or unnecessary one to one contact outside agreed mentoring arrangements
- report safeguarding concerns, disclosures or risks in line with MENT4's safeguarding procedures

Professional behaviour

MENT4 expects team members to conduct themselves in a way that reflects positively on the organisation.

This includes:

- being reliable, punctual and prepared
- communicating any delays, absence or issues as early as possible
- dressing appropriately for the setting and nature of the work
- using respectful language
- working cooperatively with colleagues and partners
- being open to feedback and willing to learn
- managing conflict calmly and constructively
- taking responsibility for mistakes and seeking support when needed

Communication

All communication on behalf of MENT4 should be respectful, clear and appropriate.

Staff should:

- use agreed communication channels wherever possible
- respond to work related messages in a reasonable timeframe
- avoid aggressive, dismissive or unprofessional language
- not share sensitive information through inappropriate channels
- ensure communication with young people follows MENT4's safeguarding, digital communication and boundaries policies

Confidentiality and data protection

Staff may have access to sensitive information about young people, families, colleagues, partners or the organisation. This information must be handled carefully and only shared when there is a legitimate reason to do so.

Team members must not:

- discuss confidential information unnecessarily
- share personal data without permission or lawful reason
- store records insecurely
- use personal information for personal purposes
- promise absolute confidentiality to a young person, especially where there may be a safeguarding concern

Social media and public representation

When representing MENT4 publicly, online or in person, team members must act in a way that protects the reputation and integrity of the organisation.

Staff should not:

- post content that could damage MENT4's reputation
- share images, videos or information about young people without consent
- speak on behalf of MENT4 unless authorised to do so
- engage in online behaviour that is abusive, discriminatory, threatening or inappropriate
- use personal social media to build inappropriate relationships with young people

Equality, dignity and respect

MENT4 is committed to creating an inclusive and respectful environment. Discrimination, bullying, harassment, intimidation or victimisation will not be tolerated.

Everyone is expected to respect people of all backgrounds, including differences in age, disability, race, ethnicity, nationality, faith, belief, sex, sexual orientation, gender identity, marital status, pregnancy or maternity, social background and lived experience.

Conflicts of interest

Team members must avoid situations where personal, financial or professional interests could conflict with their responsibilities at MENT4.

Any potential conflict of interest should be declared to a line manager or senior leader as soon as possible.

Gifts, money and personal favours

Staff must not ask for or accept personal gifts, money, loans or favours from young people or families.

Small tokens of appreciation may only be accepted where appropriate and should be declared to a line manager.

Staff must not give personal gifts or money to young people unless this has been agreed as part of an approved MENT4 activity or support plan.

Alcohol, drugs and impairment

Staff must never work while under the influence of alcohol, illegal drugs or any substance that affects their ability to work safely and professionally. Any concerns about substance use, medication side effects or fitness to work should be discussed with a line manager as soon as possible.

Breaches of this policy

A breach of the Code of Conduct may result in informal action, further training, supervision, investigation or formal disciplinary action, depending on the seriousness of the issue.

Serious breaches may include, but are not limited to:

- unsafe conduct with young people
- failure to report safeguarding concerns
- bullying, harassment or discrimination
- dishonesty or fraud
- serious confidentiality or data breaches
- violence, threats or abusive behaviour
- working under the influence of alcohol or drugs
- behaviour that brings MENT4 into disrepute

Final note

This Code of Conduct is not designed to restrict personality, warmth or authentic relationships. MENT4 values mentors and staff who are relatable, compassionate and real. However, our work must always be carried out with wisdom, professionalism and safe boundaries.

The way we conduct ourselves matters. It protects young people, protects the team and helps MENT4 remain a trusted organisation.

This document has been approved by:

Luke Peters
Executive Director

A handwritten signature in blue ink, appearing to be "L. Peters".

Helping young people discover what they are MENT4

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