

Shared expectations

Clinks membership code of conduct



Clinks is a values driven organisation and we expect our members to agree and uphold those values.¹

This code of conduct outlines our values and our corresponding expectations regarding the behaviour of our members and their staff towards Clinks, other members and overall. A breach of this code of conduct may result in removal from membership.

Our membership



Clinks value

Voluntary organisations play a crucial role at the heart of our criminal justice system.

- Clinks will uphold the reputation of the voluntary sector working in criminal justice at all times.
- Clinks members are encouraged to support one another, the work of other member organisations, their staff and Clinks.
- Members should behave with integrity, professionalism and respect; holding their organisation, Clinks and the voluntary sector working in the criminal justice system in high regard.

Using evidence



Clinks value

In order to improve the system we must amplify the voices of voluntary organisations working in criminal justice.

- Clinks regularly holds consultations, surveys, and events where we ask members to provide evidence of current practice in the criminal justice system and to contribute to our influencing work. We expect and need to assume that any information members share with Clinks is accurate.
- Members are responsible for keeping the information held about their activities on [Clinks' directories](#)² up to date and accurate.

Involving people with lived experience



Clinks value

We are committed to supporting the effective involvement of people with lived experience of the criminal justice system to inform policy and practice.

- We will equip voluntary organisations with the tools they need to ensure meaningful involvement of people with experience of the criminal justice system across the whole organisation, from volunteers and staff to their senior management teams and trustee boards.
- We are, and expect our members to be, sensitive to people's personal circumstances and needs; respecting confidentiality, consent and the individual's agency in telling their own story, in the manner and at the time of their choosing.
- We will involve those with lived experience of the criminal justice system to inform and shape events and training, and the development of service user strategies.

People's capacity to change



Clinks value

We believe that every individual should have the right support so they can transform their lives.

- We encourage members to demonstrate that they support this value through recognition of the capacity of all individuals to change, whatever their lived experience.

Equality



Clinks value

We proactively identify and tackle disadvantage, discrimination and inequality in our criminal justice system.

- We will, and expect our members to, treat Clinks staff and other members' staff equally, with respect and dignity. This includes, but is not limited to, impartiality due to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- Clinks and members' staff and trustees are expected to be open, honest, and courteous with each other, fellow members and Clinks.
- Clinks does not tolerate any form of harassment whether it be sexual, physical or mental harassment.

Inclusivity



Clinks value

We strive to be approachable, accessible, inclusive and collaborative.

- We will make our events, activities and information accessible and inclusive. Please contact us if you have accessibility requirements that need to be acknowledged in the administration of your membership, attendance at events, and other engagement with us.
- Clinks believes in the free sharing of knowledge and experience to aid the development and growth of its members and the voluntary sector working in the criminal justice system. Members are expected to act in a spirit of collaboration with fellow members and colleagues.

Breach of the code of conduct

- A breach of this code of conduct may result in removal from membership.
- If you believe a Clinks member has breached this code of conduct, you can raise your concern with the Membership Development Manager.
- This code of conduct outlines our values and our corresponding expectations regarding the behaviour of our members and their staff towards Clinks, other members and overall. A concern regarding a breach of the Clinks code of conduct may be made by either a member of Clinks or a member of the public. Concerns should initially be addressed to the Membership Development Manager at info@clinks.org.
- If you wish to make a complaint about an organisation, or have a concern about an organisation's work, including safeguarding concerns, you should raise these concerns with the organisation directly. If your concerns are not addressed, please see: the Charity Commission information about [making a complaint about a charity](#),³ the Office of the Regulator of Community Interest Companies information about [complaining about a Community Interest Company](#),⁴ or [Companies House](#)⁵ about making a complaint about a limited company.
- Any concerns or complaints about Clinks' work should be made through our [formal complaints procedure](#).⁶

Notes

1. www.clinks.org/about/clinks 2. Clinks directories: www.clinks.org/directories 3. Complain about a charity: www.gov.uk/complain-about-charity
4. How to complain about a CIC: www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure#how-to-complain-about-a-cic 5. Companies House: www.gov.uk/complain-company 6. Clinks complaints procedure: www.clinks.org/complaints

Clinks

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