

## Open Age Member Code of Conduct

Open Age is a member-led charity and a leader in providing activities for residents of Kensington & Chelsea, Westminster and Hammersmith & Fulham Boroughs aged 50 plus.

We aim to create an atmosphere where all members feel welcome, valued and where opinions and views are listened to with mutual respect, whether the activity is being held within one of our centres, a community/sports centre, or online.

We ask all members to follow our core principles, set out within this Code of Conduct, whether engaging with fellow members, staff, volunteers or partners from other organisations.

### Our Principles:

- To treat everyone with courtesy and respect regardless of:
  - Age
  - Disability
  - Trans-gender status
  - Marriage or civil partnership status
  - Race, colour, nationality, ethnic origin and national origin
  - Religion, belief and culture
  - Sex and sexual orientation
- To treat the building, equipment and toilets as you would in your own home.

If you feel you have been treated unfairly and not in accordance with the Code of Conduct, please report this to a member of staff.

Open Age will discuss any actions or behaviours not in line with these principles with the individual/s concerned and request a change in action or behaviour.

If the actions or behaviours reoccur following this request, the individual/s responsible will be asked to leave Open Age, until they are willing to follow the Code of Conduct.

### **THANK YOU**

If you have any queries or concerns regarding the issues above, please speak to a member of staff or contact the main office:

St Charles Centre for Health and Wellbeing, Exmoor Street, London W10 6DZ. Tel: 020 4516 9978.  
Email: [mail@openage.org.uk](mailto:mail@openage.org.uk)