

**Customer Inspectors**

**Code of Conduct**

***As a Customer Inspector I will consider the following when handling information:***

* Treat information received as confidential
* Be tactful and diplomatic in all dealings with people as part of the project

***As a Customer Inspector I will consider my safety including:***

* Acting in a manner which does not put myself or others in danger
* Observe any rules or guidance that comes out of a risk assessment

***I will consider other people (staff and other tenants) whilst I am a Customer Inspector including:***

* Be courteous and polite
* Accept everyone has a right to be themselves, to treat everyone with dignity and respect
* ****Leave personal issues out of meetings and “park them”
* Be non-judgemental and open minded
* Communicate with other Inspectors and Helena staff
* Allow everyone a chance to participate
* Work co-operatively with other Customer Inspectors and Helena Homes staff

***When in Customer Inspector meeting’s I will:***

* Help to ensure meetings run smoothly and keep on track
* Keep to agendas and raise any other business at the end
* Attend monthly meetings, if unable to attend a meeting send an apology to the Customer Insight Officer via a telephone call, email or text
* Inspectors to conduct the meeting and member of Helena produce the minutes

***When carrying out mystery shops/inspections I will:***

* Opt out of any mystery shops/inspectors I do not wish to participate in
* Listen and keep an open mind about things until you have collected all the facts and evidence
* Highlight any problems or failings but make sure you also pick up on successes and good points

***In addition as a Customer Inspector I will:***

* Be flexible with the tasks Inspectors want to get involved in
* Raise any issues with the Customer Insight Officer
* Work to the agree standards as outlined in your training session
* Participate when you can
* Not use my position to raise personal issues
* I will be responsible for my conduct at all times
* Reply to any communications
* Let us know if you have any problems or specific needs
* If you cannot participate within a 12 month period it will be assumed that you no longer wish to be a Customer Inspector

**Sign………………………………………………………………………………………….. Date ………………….**

**Name ……………………………………………………………………………………………………………………**