



Our code of contact – what to expect when you access our services

What you can expect from us

We will talk to you with respect, in language that is clear.

We recognise your right to make decisions, and to have a say in decisions made about you.

We won't judge you or tell you what to do.

We will give you our attention and patience, and we recognise that it may take time for you to tell us what is happening.

If you ask us to, we will try to give you our best advice, information or help, within our remit.

If we can't help you we will explain why.

We know your situation is unique to you so will listen to what's going on for you, and ask you what you need.

We will keep what you tell us confidential, unless we need to share it to make you or someone else safe. [If we need to do this we will do our best to tell you.](#)

We will make sure we can be professionals you trust by keeping boundaries, not giving out information about ourselves and not attempting to communicate with you privately rather than Runaway Helpline or Missing People channels.

If you have contacted us via the helpline we won't ask to meet you face to face.

We may seek guidance from colleagues to make sure we are giving you the right support, advice and information.

If we need to talk about you with colleagues or other professionals we shall do so with respect and kindness.

Any notes we make about our contact with you will be professional, factual and respectful.

We will only record any personal information about you in order to give you the best support and will ensure your data is managed securely in line with legislation. [You have the right to ask to see your record.](#)

We are committed to ensuring our services are accessible to anyone who needs them without discrimination. We will challenge racist and other discriminatory behaviours and advocate for anyone who is experiencing them.

If we don't treat you as outlined above you can tell us by contacting our Helpline on 116000 or [making a complaint.](#)

What we expect from you

If you're contacting us for support, we understand that you may be feeling a range of strong emotions. However we do ask that you value and respect us, and anyone you meet in our peer support spaces, and that you refrain from racist, sexist or other discriminatory behaviour. If this should happen, we will speak to you about it.

If you are abusive to our people we will not continue to support you.