

# CODE OF CONDUCT & SERVICE STANDARDS

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**This leaflet is about the standards we expect from staff, Board members and the contractors and consultants we employ.**

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## **General Principles**

Innisfree follows the Code of Governance, recommended by the National Housing Federation (NHF). This means that the interests of Innisfree and its tenants must come before any personal or political interests. The highest possible standards of behaviour are expected of Board members, managers, staff, and of any agents or contractors we use. The code is designed to ensure that all the actions carried out in the name of the Association are proper and that Board members, employees and their relatives do not benefit personally from activities undertaken in the name of Innisfree. We also set high standards for service delivery. Performance and conduct is regularly monitored and reviewed.

## **Equality of Opportunity**

Innisfree has a firm commitment to equality of opportunity. We recognise that certain groups and individuals suffer discrimination because of their colour, race, nationality, belief or religion, sexuality, sex, marital status, physical or mental disability, disease, age or class. We believe that such discrimination is wrong and we are committed to ensuring that our policies and practices are fair regarding both employment and service delivery.

In the context of equal opportunities, Innisfree recognises that Irish people have suffered discrimination and we are committed to positive action to redress the imbalance.

## **Confidentiality**

The Staff and the Board of Innisfree are committed to the professional principle of confidentiality and expect the same standards and principles to be applied by all our contractors and consultants as well. For further details about how Innisfree handles personal information, and how you can check this, please see our leaflet 'What Do You Think? Make Your Voice Heard!'

## **Service Standards**

We are committed to delivering high quality services to all our tenants. We set targets for our performance in most areas of our work. We publish a summary of our performance each year in our Newsletter

No-one is employed by Innisfree unless they have satisfied a rigorous approval process. They are expected to meet our standards of service and conduct at all times. Similar standards are required from our contractors and consultants. If you have a complaint about anyone providing services for Innisfree, please tell us.

Please see the attached Customer Care Policy which lists our standards and targets, and our leaflet 'What Do You Think? Make Your Voice Heard!' for more information about how we inform you about our performance.

## **Complaints**

If you are not happy with any of our decisions, you can make a complaint. Details of how to do this are set out in our leaflet 'What do you think? Make your voice heard'. Copies of our Complaints Policy are available from the office.



**Innisfree**  
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