




Code of Conduct

	<p>The code of conduct are the rules we ask that you follow as a member of Meet N Match</p> <p>It explains how we expect our members to act and what you can expect from our staff.</p> <p>It also applies to people attending our events and training sessions.</p>
	<p>What we expect from you</p> <p>Respect other members, their support staff and family members.</p> <p>This means accepting that other people may have different opinions to you.</p> <p>Be polite to them at all times.</p> <p>Be friendly and kind to other people</p> <p>Respect other people’s opinions and decisions</p>
	<p>Do not shout or swear at other Meet n Match members, staff members or volunteers.</p> <p>Do not be rude or offensive</p> <p>Do not be violent towards any member, staff member or volunteer.</p>



Happy

Be yourself - imperfections and all



Do not stand for abuse from other members.

Report any concerns to our staff



Contacting Staff

We understand that making new friends or looking for a partner can be an exciting and also an anxious time.

Meet N Match staff work part time and on set days. This means that we cannot always reply to you straight away.

Please know that we will always call, text or email you back but it might take a few days.

Please do not call us every week for an update as this takes us away from finding matches

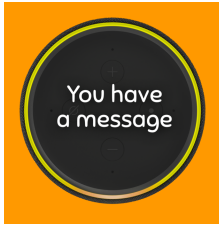
You will receive regular support calls which will give you the opportunity to discuss your membership.

We will also call you as soon as we have any updates or matches for you.



When you contact us, please be polite when in person, by phone, text and email.

Please do not contact us many times. Wait for us to get back to you.



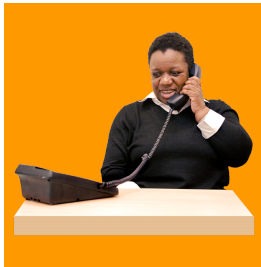
You can leave a message or send us a text or email



If you keep sending lots of calls, text or email, you may get a warning.

If you continue to constantly contact us following a warning, we may remove your membership.

An example of consistent contact is making lots of phone calls and texts on the same day, sending emails every day, without waiting for a reply or contacting different staff members about the same thing.



What you can expect from us:

Once your membership is accepted, we will do our best to find you a match

We will always contact you when we find a match



We will provide you with a chaperone for your first date or match with a member

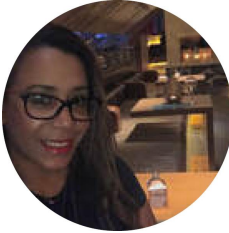
We will provide you with support to set up your first three dates or matches

If a date or match does not work out, we will try to find another suitable match

To keep in contact regularly, even when you have been matched

To provide you with information about events and training

We will always be polite and professional. We will always respect your views



Contacting Us

Memberships:

Lauri: lauri@spring-projects.co.uk

Events:

Samantha Nott: samantha@spring-projects.co.uk

Complaints and Compliments:

Lucy: lucy@spring-projects.co.uk



Other information

Meet N Match is managed by Spring into Action CIC, a community interest company.

You can find out more about Spring into Action at www.spring-projects.co.uk