

## **CODE OF ETHICS**

### **For Seraphim Consultancy™**

#### **1.0 INTRODUCTION AND PURPOSE**

At Seraphim Consultancy, we are committed to maintaining and promoting excellent practice in coaching and mentoring. This code of ethics aligns with the content and requirements set out in the Professional Charter for Coaching and Mentoring. The Charter, which was drafted in line with UK and European law is mirrored on the European Union database, which lists self-regulation initiatives in Europe.

This code of ethics sets the expectation of best practice in coaching and mentoring and promotes the development of coaching and mentoring excellence. Its purpose is to:

- 1.1 Provide appropriate guidelines, accountability and enforceable standards of conduct for all our members.
- 1.2 Set out how our members are expected to act, behave and perform when working with clients.
- 1.3 In conjunction with our respective bodies' professional competences, guide our members' development and growth in the profession.
- 1.4 Serve as a guide for those individuals who do not necessarily identify themselves as a professional coach or mentor but nonetheless use coaching or mentoring skills in their work.

#### **2.0 THE CODE OF ETHICS**

The code of ethics is arranged into four sections and covers the bodies' general expectations of professional behaviour and conduct:

- 2.1 Terminology
- 2.2 Working with Clients
- 2.3 Professional behaviours
- 2.4 Conduct

#### **3.0 TERMINOLOGY**

3.1 Each body will define exactly which of its members and other stakeholders are expected to abide by this code (who are hereafter collectively referred to as the "members").

3.2 Sarah is currently the sole "member" of Seraphim Consultancy. She is insured by Bgi Insurance as a private wellbeing and lifestyle coach.

3.3 All individuals who attend an appointment with this member, either online or face to face will be referred to henceforth as "clients" for the remainder of this document.

3.4 All other parties, referenced on the Seraphim website and referred onto by Sarah after a session, are hence forth referred to as “consultants” for the remainder of the document.

3.5 These consultants are external to Seraphim Consultancy and as such, adhere to their own codes of conduct and ethics.

3.6 Seraphim Consultancy and its members are not responsible for the actions of consultants nor their own private wellbeing insurance or professional performance ethics.

3.7 Referrals made by Seraphim Consultancy members are done so at the clients risk and Seraphim Consultancy holds no liability in this space for the recommendation.

3.8 Seraphim Consultancy would value feedback on referrals and or consultant work, successful or otherwise so please do email these to [team@seraphimconsultancy.com](mailto:team@seraphimconsultancy.com) if you have them.

3.9 Members reserve the right to act upon these evaluations and reflections as they deem fit.

3.10 In the cases where children, young people and vulnerable people are seen by members, the parent/guardian paying for the sessions will hence forth be referred to as the “sponsors.”

## **4.0 WORKING WITH CLIENTS**

### **Context**

4.1 Members will do their utmost to understand their clients’ and sponsors’ expectations and reach agreement on how they plan to meet them.

4.2 Members will act as life coaches / wellbeing experts for Seraphim Consultancy. They will not be diagnosing health conditions nor will they be prescribing medications. They may discuss herbal medications as and when required and may also help support a narrative with the client’s own GP but they will not be standing in the medical space whilst supporting the client.

4.3 Seraphim Consultancy is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Do seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

4.4 Our services do not replace professional legal or financial advice and we encourage users to seek appropriate professional support where necessary.

4.5 Seraphim Consultancy will use Stripe online payment services for their billing which will be sent in a link 48 hours before the appointment.

### **Contracting**

4.6 Before working with a client, members will explain, and make explicit, their commitment to abide by this code by sending an online form to sign to check understanding.

4.7 This form will be retained for seven years by Seraphim Consultancy and its member and then permanently deleted.

## **Liability**

4.8 To the fullest extent permitted by law, Seraphim Consultancy and its members disclaim all liability for any direct, indirect, incidental, or consequential damages arising from the use of our services and sessions.

4.9 By engaging with Seraphim Consultancy, you acknowledge that you are responsible for your own wellbeing and decisions.

4.10 Seraphim Consultancy require that you inform us of any relevant information that may influence our interactions including relevant health conditions or circumstances and update us regarding any changes. Any development or worsening of physical health due to non-disclosure is the responsibility of the client and or sponsors.

4.11 Seraphim Consultancy's website may publish links to external independent websites and recommend other websites. However, Seraphim Consultancy and its members will not be held responsible for the content of those other websites. By linking to other websites, this does not indicate that Seraphim Consultancy agrees with any claims, statements or opinions published by those sites.

## **Intellectual Property Rights**

4.12 Seraphim Consultancy and its members are the owner and licensee of all intellectual property rights in this website and any material published on it. Those works are protected by copyright laws and treaties. All such rights are reserved.

4.13 The names, images and logos identifying Seraphim Consultancy, any products and services are proprietary marks.

## **Payment**

4.14 Members will take payment prior to each session or bulk of sessions and will send a financial link to an email / text of the client's or sponsor's choosing.

4.15 Failure to make payment will result in an email / text reminder to the client and then cancellation of the appointment.

4.16 Sponsors or clients are responsible during the first 15 mins free online consultation, to delineate which of the parties will be paying for all the sessions.

4.17 All petrol accrued by the member is at their own expense where face to face sessions are undertaken unless the member is hired by an organisation or asked to attend a day event where they will be teaching and educating teams. At this stage, travel mileage will be discussed on a case-by-case basis.

4.18 Members reserve the right to increase the cost of sessions on a 6 monthly basis. Notice will be given to all clients prior to this affecting them financially.

## **Failure to Attend / Failure to Submit Payment / DNA**

4.19 Where a sponsor or client notifies the member of a necessary cancellation or postponement to the appointment, the following charges apply:

- More than 48 hours' notice given, there will be no charge.
- Less than 48 hours' notice given, 50% of fees are due.

4.20 Members reserve the right to cancel appointments. In these circumstances a full refund will be issued.

4.21 Failure to attend the session in person or online will result in the full consultation fee being due.

### **Complaints**

4.22 All complaints can be dealt with via emailing members at: [team@seraphimconsultancy.com](mailto:team@seraphimconsultancy.com).

4.23 The complaints will be responded to within 7 days of receiving the complaint and will offer an outcome of face-to-face discussion, email correspondence or online discussion.

4.24 The complaint will be dealt with by a third-party member if the complaint is against the member, Sarah.

## **5.0 PROFESSIONAL**

5.1 Members will ensure that the duration of the contract is appropriate to achieve the client's goals and will actively work to avoid the client's dependency.

5.2 Members will treat all patients with dignity and respect and will not discriminate against anyone. They may retain the right to refuse to work with a client but this will be based on inability of the member to meet their client's needs. The member will work within their best parameters to find someone as a suitable replacement for the client.

### **Integrity**

5.3 Members will accurately and honestly represent their relevant professional qualifications, experience, training, certifications and accreditations to clients, sponsors and other members.

### **Confidentiality**

5.4 When working with a client, members will maintain the strictest level of confidentiality with all client and sponsor information unless release of information is required by law

5.5 Notes from the consultations may be kept in some instances, particularly at the beginning. These will be retained on one personal laptop with a security password access and will only be seen by members.

5.6 Members will retain these records, signified by initials only, for seven years after sessions and as part of GDPR, will be permanently deleted after this time.

5.7 Emails and communications from clients as part of business consultations will be forever deleted after seven years of consultations.

5.8 Members may discuss clients confidentially for training and monitoring purposes but will only disclose names if there are safeguarding concerns that require escalation.

5.9 Sponsors do not have any rights to the details discussed with clients during the consultations, whether verbal or written, unless this has been agreed by the client during / after the consultation with members.

5.10 If named in safeguarding referrals, sponsors do not have the right to access this information unless previously agreed by the clients.

### **Safeguarding**

5.11 Members are bound by their own professional safeguarding requirements.

5.12 All clients will be asked to provide their own GP contact details prior to beginning consultations and these will be retained and called upon should there be concerns regarding the client's overall safety; both personally and within the family / wider public unit. This includes any client's disclosing serious suicidal ideation or intent.

5.13 Members reserve the right to disclose details to the patient's own GP / Police and or the DVLA if they have concerns regarding the client's ability to live safely. These include but are not exhausted by illicit use of drugs, unsafe abuse of alcohol or illegal activity.

5.14 Any activity that the client indulges in, is their own responsibility to inform the DVLA regarding these behaviours.

5.15 Where possible, members will inform their clients before making these disclosures. In emergency situations, this may not be possible and members retain the right to make professional judgements in these cases.

5.16 The following conditions will be considered as safeguarding and will prompt an automatic referral to social services and or the Police, should the concern be of that level. They pertain to but are not exhausted by illegal activity or danger to self or others and include:

- a. Any individuals disclosing historic or current sexual abuse
- b. Any individuals disclosing or thought to be at risk of physical, psychological neglect, emotional abuse or financial harm, at the hand of another individual.
- c. Any individual who discloses thoughts or intent to harm themselves or those of their family / friends or the wider public.
- d. Any illegal activity.

### **Conflicts of Interest**

5.17 Members will not exploit a client or seek to gain any inappropriate advantage from the relationship – financial or non-financial.

5.18 To avoid any conflict of interest, members will distinguish a coaching or mentoring relationship from other forms of relationships, such as a friendship or a business relationship.

5.19 Members will be aware of the potential for conflicts of interest of either a commercial or personal nature arising through the working relationship and deal with them quickly and effectively to ensure there is no detriment to the client or sponsor or the member.

5.20 Members will consider the impact of any client relationships on other client relationships and discuss any potential conflict of interest with those who might be affected.

5.21 Members will disclose any conflict openly with the client and agree to withdraw from the relationship if a conflict arises which cannot be managed effectively.

### **Terminating professional relationships & on-going responsibilities**

5.22 Members will respect the client's right to terminate the engagement at any point in the process, subject to the provisions of the coaching or mentoring service agreement.

5.23 Members will encourage the client or sponsor to stop the coaching or mentoring engagement if it is believed that the client or sponsor would be served better by another coach, mentor or another form of professional help.

5.24 Members understand that their professional responsibilities continue beyond the termination of any professional relationship. These include:

- Maintenance of agreed confidentiality of all information relating to clients and sponsors.
- Safe and secure maintenance of all related records and data.
- Avoidance of any exploitation of the former relationship, which could otherwise call into question the professionalism or integrity of the member or the professional community.
- Provision of any follow-up that has been agreed to.

### **Legal and statutory obligations and duties**

5.25 Members are obliged to stay up to date and comply with all statutory/legal requirements in the country in which their work takes place and work within any organisational policies/procedures in.

## **6.0 CONDUCT**

6.1 Members are expected to behave in a way that at all times reflects positively upon, and enhances the reputation of, the coaching and mentoring profession.

6.2 Members will demonstrate respect for the variety of coaches, mentors and other individuals in the coaching and mentoring profession and for the different approaches to coaching and mentoring.

### **Inappropriate Interactions**

6.3 Seraphim Consultancy and its members expect to be treated with respect and will not accept any foul / terse language.

6.4 Failure to commit to these standards in any written or verbal correspondence or sessional work, will result in the termination of the professional contract immediately.

6.5 Members are responsible for setting and keeping clear, appropriate and culturally sensitive boundaries that govern interactions, physical or otherwise, with clients or sponsor(s).

6.6 Members will avoid any romantic or sexual relationship with current clients, sponsor(s), students or supervisees. Further, members will be alert to the possibility of any potential sexual intimacy between the aforementioned parties and take appropriate action to avoid the intimacy or cancel the engagement in order to provide a safe environment overall.

### **Recognising equality and diversity**

6.7 Members will abide by their respective bodies' diversity statements and policies.

6.8 Members will avoid knowingly discriminating on any grounds and will constantly seek to enhance their own awareness of possible areas of discrimination.

6.9 Members will be cognisant of the potential for unconscious bias and seek to ensure they take a respectful and inclusive approach that embraces and explores individual difference.

6.10 Members will challenge in a supportive way any colleagues, employees, service providers, clients or participants who are perceived to be using discriminatory behaviour.

6.11 Members will monitor their language, spoken, written and non-verbal, for inadvertent discrimination.

6.12 Members will engage in developmental activities that are likely to increase their self-awareness in relation to equality and diversity.

### **Supervision**

6.13 To support their learning and on-going professional development, members will engage in reflective practice.

6.14 Members will engage in supervision with a level of frequency that is appropriate to their coaching or mentoring practice, the requirements of their professional body and the level of their accreditation.

6.15 Members need to ensure that any other existing relationship with the supervisor does not interfere with the quality of the supervision provided.

6.16 Members will discuss any ethical dilemmas and potential, or actual, breaches of this code with their supervisor or peer supervision group for support/guidance.

6.17 Members may ask for feedback from time to time to clients for their reflective practice. This will be requested prior to any forms being emailed.

6.18 Members reserve the right to update these terms and conditions from time to time. Client's are advised to read through them on an annual basis.

6.19 By accessing the online consultation with Seraphim Consultancy and either being referred to a consultant / external physician or working with the members, you accept this legal notice in full and agree to comply and remain bound by these terms.