

SERAPHIM CONSULTANCY™

CODE OF ETHICS

Effective date: August 2026

Website: www.seraphimconsultancy.com

Email: team@seraphimconsultancy.com

1. INTRODUCTION AND PURPOSE

Seraphim Consultancy™ ("Seraphim Consultancy", "we", "us" or "our") is committed to maintaining high standards of integrity, professionalism, confidentiality and respect in everything we do.

This Code of Ethics sets out the principles that guide how we work with clients and sponsors. It should be read alongside our Privacy Policy, which explains how we handle personal information, and our Terms & Conditions, which govern the commercial and practical terms of our services. Where this Code refers to confidentiality, safeguarding or data handling, the fuller detail is set out in our Privacy Policy.

This Code applies to Dr Sarah as founder of Seraphim Consultancy. Independent consultants to whom clients may be referred are not employees of Seraphim Consultancy and are separately bound by their own professional codes of conduct, as explained further in section 8 below.

2. INTEGRITY AND PROFESSIONAL CONDUCT

We will:

- act honestly and represent our qualifications, training, experience and accreditations accurately to clients and sponsors;
- provide services with reasonable care, skill and professionalism;
- be transparent about the scope and limits of our service, including that Seraphim Consultancy does not diagnose medical conditions, prescribe medication, or replace legal, financial or emergency medical advice;
- act in the best interests of our clients, and encourage clients to seek other appropriate professional support where their needs fall outside our scope of service.

3. WORKING WITH CLIENTS

We will do our utmost to understand each client's (and, where relevant, sponsor's) needs and expectations, and to agree how we plan to meet them. We will encourage appropriate independence rather than dependency, and will keep the duration of any engagement proportionate to the client's goals.

Where a parent, guardian or other sponsor arranges or pays for sessions on behalf of a client, this does not, by itself, entitle the sponsor to access confidential information discussed during the consultation. Information-sharing with sponsors will be handled as set out in our Privacy Policy and Terms & Conditions.

4. CONFIDENTIALITY

Confidentiality is fundamental to the relationship between Seraphim Consultancy and its clients. Information shared during consultations will normally remain confidential.

There are limited circumstances in which confidentiality may need to be overridden — including where disclosure is required by law, where there is a serious concern for the safety or welfare of a client or another person, or where safeguarding concerns arise. These circumstances, and how we approach them, are set out in full in our Privacy Policy and Terms & Conditions.

5. SAFEGUARDING

We take safeguarding seriously. Where we have significant concerns about the safety or welfare of a client or another person, we may need to share relevant information with an appropriate professional or organisation, such as a GP, healthcare service, social services or the police.

Where reasonably possible and safe to do so, we will discuss the need for any such disclosure with the client beforehand. Full detail on how safeguarding disclosures are handled is set out in our Privacy Policy.

6. EQUALITY, DIVERSITY AND NON-DISCRIMINATION

We will treat all clients and sponsors with dignity and respect, and will not discriminate on any grounds. We will remain alert to the potential for unconscious bias, take a respectful and inclusive approach to individual difference, and monitor our language and conduct for inadvertent discrimination.

We reserve the right to decline to work with a prospective client where we are not able to meet their needs, and will act reasonably in helping them find suitable alternative support where possible.

7. PROFESSIONAL BOUNDARIES AND CONFLICTS OF INTEREST

We will set and maintain clear, appropriate and culturally sensitive boundaries with clients and sponsors, and will not enter into any romantic or sexual relationship with a current client or sponsor.

We will not seek to exploit a client or gain inappropriate advantage — financial or otherwise — from the professional relationship, and will keep the coaching relationship distinct from friendship or other personal or commercial relationships. Where a conflict of interest arises that cannot be reasonably managed, we will disclose it openly and, if necessary, withdraw from the relationship.

We expect to be treated with courtesy and respect in return, and reserve the right to end a professional relationship where this standard is not met, in accordance with our Terms & Conditions.

8. INDEPENDENT CONSULTANTS AND REFERRALS

Seraphim Consultancy may recommend or refer clients to independent consultants, clinicians, therapists, coaches or other professionals. These individuals are independent of Seraphim Consultancy, are not our employees or agents, and are responsible for their own professional standards, conduct, qualifications and insurance.

A referral does not constitute a guarantee or endorsement of an independent consultant's services, and clients remain free to choose whether to proceed with any referral. Further detail on the nature of these referrals is set out in our Terms & Conditions.

9. REFLECTIVE PRACTICE AND ONGOING DEVELOPMENT

We are committed to ongoing professional development and reflective practice, including appropriate supervision, so that we continue to work safely, ethically and effectively.

10. ENDING THE PROFESSIONAL RELATIONSHIP

Clients may end their engagement with us at any time, subject to any outstanding fees or agreed terms. We will encourage a client to stop working with us where we believe they would be better served elsewhere, and our responsibilities around confidentiality and appropriate record-keeping continue after a professional relationship ends, as described in our Privacy Policy.

11. HOW THIS CODE RELATES TO OUR OTHER POLICIES

This Code of Ethics sets out our ethical principles. Practical and commercial matters — including fees, payment, cancellations, liability and intellectual property — are set out in our Terms & Conditions. How we collect, use, protect and retain personal information is set out in our Privacy Policy. Together, these three documents govern our relationship with clients and sponsors.

12. CHANGES TO THIS CODE

We may update this Code of Ethics from time to time to reflect changes in our services, our profession or applicable legal and regulatory requirements. The current version will be published on the Seraphim Consultancy website.

13. CONTACT US

If you have any questions about this Code of Ethics, please contact:

Seraphim Consultancy™

Dr Sarah

Email: team@seraphimconsultancy.com

Website: www.seraphimconsultancy.com

Last reviewed: August 2026