

# Selwyn District Council Code of Conduct

We are happy to help you. Please understand that by utilising our services, you are accepting the terms in this Code of Conduct.

## Your Rights

You have the right to:

- Service that is friendly and helpful
- Be treated with respect
- A safe and welcoming environment

## Your Responsibilities

When visiting our places and spaces, we expect you to:

- Treat our staff with respect and courtesy
- Treat others using our spaces with respect and courtesy
- Treat buildings, facilities, and equipment we provide with care

## Electronic Interactions

When communicating with council staff via email, phone, or chat platforms, we expect:

- **Respectful Language:** Always use polite and respectful language.
- **Clarity and Relevance:** Ensure your communication is clear, concise, and relevant to the matter at hand.
- **Constructive Feedback:** Provide constructive feedback and suggestions in a positive manner.
- **No Abusive Language:** Refrain from using any form of abusive, threatening, or offensive language.
- **No Harassment:** Avoid repeated, unwanted communication that causes distress or discomfort to staff.
- **No Discrimination:** Refrain from making any discriminatory remarks based on race, gender, religion, disability, or any other protected characteristic.
- **No False Information:** Avoid spreading false or misleading information intentionally.



## **Consequences of Not Following This Code of Conduct**

Selwyn District Council may:

- Ask you to leave our premises
- Ban you from one, some, or all our spaces for a specified duration
- Call the police to assist in removing you from our space and trespass you
- Restrict your communication channels if inappropriate behavior continues
- Take legal action in severe cases

**Selwyn District Council has ZERO tolerance for aggression, violence, or threats to our staff, contractors, volunteers, public or elected members.**

## **Commitment to Respect**

The council is committed to fostering a respectful and professional environment. We appreciate the public's cooperation in adhering to this Code of Conduct. Selwyn District Council recognise that both the Code of Conduct and the Customer Promise are appropriate pieces of work.

## **Customer Promise**

- We'll work together to build relationships and go the extra mile for you
- Everyone here is treated with respect and empathy
- Let's all keep our spaces safe, cared for and welcoming to all.