



FYNIX
PROJECT

CODE OF CONDUCT POLICY

Rise Through Lived Experience – Practical Tools, Real Healing

Applies to:

This document applies to all Fynix Project activity, including workshops, youth provision, events, digital platforms, social media, online spaces, comments, direct messages (DMs), creative content, collaborations, and sub-projects such as Fynix Verse and Fynix Pod.

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Policy owner: Fynix Project Leadership

How to Use This Document

This policy explains:

- What respectful and appropriate behaviour looks like
- What behaviour is not acceptable
- How boundaries are maintained
- How harassment, hate speech and harmful conduct are addressed
- How triggering or sensitive content is handled
- How concerns or breaches are responded to

This policy should be read alongside:

- Safeguarding, Privacy & Confidentiality Policy
- Equality, Diversity & Inclusion (EDI) Policy
- Complaints & Feedback Policy

Together, these policies set clear expectations for safe, inclusive and ethical engagement.

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Introduction

At Fynix Project, we are committed to creating safe, respectful and trauma-informed spaces - both in person and online. Our work is rooted in lived experience, creativity and honest expression, and we recognise that this can involve emotionally sensitive material.

This Code of Conduct sets out the standards of behaviour expected from everyone engaging with Fynix Project. It exists to protect individuals, prevent harm, support inclusion, and ensure that our spaces remain respectful, non-judgemental and safe for all.

This policy applies to participants, staff, facilitators, volunteers, collaborators, partners and members of the public interacting with Fynix Project content or platforms.

PART 1: OUR VALUES & PRINCIPLES

1. Our Commitment

Fynix Project is committed to:

- Emotional and psychological safety
- Respectful communication
- Clear professional boundaries
- Inclusion, dignity and fairness
- Trauma-informed practice
- Accountability and responsibility

We recognise that people engaging with our work may be navigating trauma, grief, burnout, addiction, discrimination or emotional distress. This Code of Conduct exists to ensure that no one is harmed, silenced or exploited within our spaces.

2. Trauma-Informed Conduct

- Our trauma-informed approach means:
- Respecting personal boundaries
- Allowing choice and consent
- Avoiding pressure to disclose personal experiences
- Using non-judgemental language
- Recognising power dynamics
- Prioritising safety over debate or confrontation

PART 2: EXPECTED STANDARDS OF BEHAVIOUR

3. Respectful Communication

All individuals engaging with Fynix Project are expected to:

- Communicate with respect and courtesy
- Listen without interruption or dismissal
- Avoid shaming, blaming or minimising others' experiences
- Use language that is inclusive and non-discriminatory
- Accept moderation decisions without hostility

Disagreement is allowed. Disrespect is not.

4. Professional & Personal Boundaries

To protect everyone involved:

- Fynix Project does not provide therapy, diagnosis or crisis intervention
- Staff and facilitators will not engage in inappropriate personal or emotional dependency.
- Ongoing 1-to-1 emotional support via DMs is not provided
- Personal contact details will not be shared
- Romantic, sexual or exploitative interactions are strictly prohibited

Clear boundaries are essential to trauma-informed and ethical practice.

PART 3: UNACCEPTABLE BEHAVIOUR

5. Harassment & Abuse

- The following behaviour will not be tolerated:
- Harassment, bullying or intimidation
- Sexual harassment or unwanted advances
- Threatening language or behaviour
- Repeated unwanted contact
- Coercion or manipulation

6. Hate Speech & Discrimination

Hate speech or discriminatory behaviour based on any protected or marginalised characteristic is strictly prohibited, including but not limited to:

- Race, ethnicity or nationality
- Disability or neurodiversity
- Gender identity or gender reassignment
- Sexual orientation
- Religion or belief
- Sex
- Age

This aligns with our Equality, Diversity & Inclusion Policy.

7. Harmful, Triggering or Graphic Content

While Fynix Project acknowledges lived experience and honest expression:

- Graphic descriptions of abuse, violence or self-harm are not permitted
- Content that could retraumatise others will be moderated or removed
- Trigger warnings may be applied where appropriate
- Instructions or encouragement relating to self-harm or suicide are prohibited

We prioritise safety over shock value or debate.

PART 4: ONLINE & DIGITAL CONDUCT

8. Comments, DMs & Online Spaces

This Code of Conduct applies to:

- Social media comments
- Direct messages (DMs)
- Live streams or chats
- Online workshops or forums

Fynix Project reserves the right to:

- Moderate, hide or delete comments
- Restrict or block users
- Report behaviour to platform providers
- Escalate concerns under safeguarding procedures

We are not able to monitor platforms 24/7 but act when issues are identified.

9. Safeguarding Concerns

If behaviour raises safeguarding concerns - including risk of harm to self or others - it will be managed under our Safeguarding, Privacy & Confidentiality Policy and may involve referral to statutory services.

PART 5: RESPONDING TO BREACHES

10. Consequences of Breaching This Code

Breaches of this Code of Conduct may result in:

- Content removal
- Warnings or restrictions
- Removal from workshops or spaces
- Termination of collaboration or partnership
- Blocking or banning from platforms
- Escalation to safeguarding or legal processes where necessary

Decisions are made proportionately and with safety as the priority.

11. Reporting Concerns

Concerns about behaviour or breaches of this Code can be raised confidentially via:

Email: info@fynix.org.uk

Concerns will be:

- Taken seriously
- Handled fairly and confidentially
- Managed without retaliation

PART 6: LEGAL FRAMEWORK

12. Relevant Legislation & Guidance (UK)

This Code of Conduct is informed by and aligned with UK legislation and guidance, including:

- Equality Act 2010
- Human Rights Act 1998
- Protection from Harassment Act 1997
- Public Order Act 1986
- Communications Act 2003
- Online Safety Act

- Children Act 1989 & 2004
- Care Act 2014
- Data Protection Act 2018 & UK GDPR

We also align with:

- Trauma-informed best practice
- Anti-oppressive practice
- Safeguarding guidance

13. Review & Continuous Improvement

This policy will be:

- Reviewed annually
- Updated in response to learning or legal change
- Shared with staff, facilitators and collaborators
- Used to guide moderation and engagement decisions

Final Statement

Fynix Project believes that expression must never come at the cost of safety. This Code of Conduct exists to protect people, uphold dignity, and ensure that our lived-experience-led spaces remain supportive, inclusive and free from harm.