



British Forces Resettlement Services

The International Armed Forces Network

LOYAL | COMMITTED | FLEXIBLE | ADAPTABLE | RELIABLE | INGENIOUS | STRONG WORK ETHIC | PROACTIVE | HIGHLY TRAINED | PROBLEM-SOLVING | TEAM PLAYER

Code of Professional Conduct

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Prepared by **BFRS**



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Code of Professional Conduct

General

BFRS has a simple quality ethos and that is: 'to provide a service that meets and exceeds the expectations of its members'. BFRS expects all members to adopt the same ethos in its dealings with other members.

BFRS is about providing a service to members and former members of the Armed Forces and their families. This service is provided particularly during the process of transition from military to civilian life. The service can be an employment opportunity, a training course and/or another product or service. In offering/providing that service corporate members are expected to observe the highest standards of ethical conduct, integrity and professionalism.

Ethical conduct is not just about complying with the law; it is also about honesty, social responsibility, respect and equality. Members are expected to act in good faith at all times. If in doubt members should seek help, advice and support to uphold standards and values of BFRS.

We believe that BFRS has an important role to play in the transition process from military to civilian life. Our aim is to continuously improve the standards of conduct and service. We understand what service leavers want and rightly expect and that's why people come to us. The following code is simple, easy to apply and is binding.

Honesty and Transparency

Members and their staff will act honestly in all dealings.

In the course of representing a member, you shall not knowingly make a false or incorrect statement, fail to disclose a material fact or make a representation as to a future event/matter without having reasonable grounds to do so.

Members must adhere to the principles of truth and honesty in advertising to the BFRS membership.

Fees, charges and full details of services (where applicable) must be disclosed fully and explicitly to members prior to the undertaking of the provision of a service.

Members should maintain a documented record of dealings with other members.



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Respect and Equality

Members should adhere to the spirit of all applicable human rights, employment laws and regulations and will treat all members without prejudice and discrimination.

Members should establish working practices that safeguard against unlawful and unethical discrimination in their dealings with other members.

Fees and Charges

Members are expected to offer products and services at a 'value for money' rate that is considered to be fair, reasonable and competitive.

Recruitment Practice

Recruitment organisations are not to advertise any vacancy that does not actually exist.

Job advertising is to contain sufficient information to enable a potential candidate to make an informed decision about whether to apply for a position or not.

BFRS is, under no circumstances, to be used to build candidate databases.

Members are to manage all posted vacancies effectively so that they are only visible when live.

All job applications must be responded to at all stages, including telling an applicant when they are out of the running.

Communication

Members are expected to respond promptly to applications/requests for information.

Members are to maintain communications with job applicants, providing regular updates.

Data Protection

Personal data collected through BFRS is to be processed fairly and lawfully in adherence to the Data Protection Act 1998. Reasonable and appropriate measures must be taken to ensure that personal data (including the information on CVs) is protected from unauthorised access, unlawful destruction and improper use.

No personal information provided through BFRS is to be made available to third parties without prior authority from the owner of that information.



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Complaints

Members who receive complaints about their services should send a copy of that complaint to BFRS along with their written response.

Members are expected to respond to complaints in writing within 7 days.

