

CONDUCT - REQUIRED STANDARDS

It is important for staff, management and the service to the public that good working relationships are maintained in the office. The required standards include:

Relations with the Public

Be polite and as helpful as possible to the public. In particular:

Do: Give as much information as possible, subject to the individual being entitled to this information.

Undertake any follow up work to the enquiry within the timescale given to the person.

Do Not: Take a hostile and aggressive attitude, even if the individual takes this approach.

Provide any confidential information that they are not entitled to.

Make promises that you cannot keep.

Relations with Colleagues

Seek to maintain a constructive working relationship with colleagues. In particular:

Do: Provide help and assistance where possible.

Attempt to resolve any difficulties by mutual agreement.

Refer any problems that you cannot resolve by mutual agreement to management.

Be aware that people are different and what is acceptable to some is not acceptable to others.

Do Not: Take a hostile or demeaning approach to colleagues.

Continue with comments or behaviour that is offensive to your colleague(s).

Unreasonably refuse to help a colleague with a work problem.

Relations with Managers

Maintain a constructive working relationship with your manager. The guidance on relations with colleagues applies equally to managers. In addition: -

- Do:**
- Inform your manager of any problems that impact on your work.
 - Advise your manager of any significant backlogs in your work.
 - Make suggestions in relations to your work (procedures, priority etc).
 - Implement management decisions to the best of your ability.
- Do Not:** Seek to frustrate the implementation of a management decision because you do not agree with it. If you do have any concerns about management decisions these should be dealt with under the grievance procedures.