



[V1.2 January 2024]

Code of Conduct for Return Well

At Return Well, we are committed to upholding the highest standards of professionalism and integrity in our coaching services. This Code of Conduct outlines the ethical principles and guidelines that govern our coaching practices and ensure the welfare of our clients. All team members and coaches associated with Return Well are expected to adhere to these standards.

1. Professionalism

- **Competence:** Our coaches are committed to providing services within their areas of expertise. We ensure that all coaching staff engage in continuous professional development to enhance their skills and knowledge.
- **Confidentiality:** We prioritize the confidentiality of our clients' information. All client details are protected and shared only with explicit client consent or as legally required.
- **Integrity:** We conduct our coaching services with honesty and transparency, avoiding any practices that could be considered deceptive or misleading.

2. Respect

- **Client Autonomy:** We respect our clients' decisions and values, supporting them in taking ownership of their personal and professional growth and where required within the framework of Christian principles.
- **Respect for Values:** We provide services with a foundation in Christian values, offering guidance that aligns with these principles while respecting the personal beliefs and choices of our clients.
- **Boundaries:** We maintain clear professional boundaries and avoid any relationships that could lead to conflicts of interest or compromise our coaching effectiveness.

3. Ethical Conduct

- **Informed Consent:** We ensure that clients are fully informed about the nature, scope, and process of coaching before entering into a coaching relationship.
- **Conflict of Interest:** We disclose any potential conflicts of interest and take necessary steps to address and resolve them to maintain fairness and objectivity.
- **Professional Relationships:** We avoid dual relationships that may impair professional judgment or lead to conflicts of interest, including coaching friends or family members.

4. Client Welfare

- **Support and Empowerment:** Our goal is to support and empower clients to achieve their objectives while respecting their individual needs and preferences.
- **Well-Being:** We are attentive to the well-being of our clients and avoid any practices that could cause physical, emotional, or psychological harm.

RETURN WELL: JOURNEY BACK TO
LIFE



5. Confidentiality and Privacy

- **Secure Records:** We ensure that client records and information are securely stored and only accessible to authorized individuals.
- **Disclosure:** Client information will only be disclosed with the client's consent or as required by law.

6. Responsibility and Accountability

- **Professional Development:** Our team members are encouraged to participate in ongoing professional development and supervision to maintain high standards of practice.
- **Feedback and Reflection:** We value feedback from clients and peers, using it constructively to enhance our services and address any areas of concern.

7. Compliance with Laws and Regulations

- **Legal Obligations:** We adhere to all relevant laws, regulations, and professional standards governing our coaching services.
- **Ethical Standards:** We follow the ethical standards set forth by professional coaching organizations and associations to ensure our practices are aligned with industry best practices.

8. Cultural Sensitivity

- **Cultural Awareness:** We are committed to understanding and respecting cultural differences and incorporating this awareness into our coaching practice.
- **Inclusive Practices:** We strive to create an inclusive environment that acknowledges and values diversity among our clients and staff.

9. Ethical Advertising and Marketing

- **Truthful Representation:** We represent our qualifications, services, and fees accurately in all marketing and promotional materials.
- **Professional Standards:** We avoid making exaggerated claims about our services or guaranteed outcomes, ensuring our advertising reflects the realistic benefits of our coaching.

By adhering to this Code of Conduct, we at Return Well aim to foster trust, uphold the highest standards of ethical practice, and provide exceptional coaching services to all our clients.



RETURN WELL: JOURNEY BACK TO
LIFE