Age UK Barnet exists to promote the well-being of residents in the Borough of Barnet aged 55+ with the aim that all residents should live enjoyable and fulfilling lives.



Ann Owens Centre
Oak Lane
East Finchley
N2 8LT
e info@ageukbarnet.org.uk
t 020 8203 5040
www.ageukbarnet.org.uk

Age UK Barnet is a registered charity (1080458) and company limited by guarantee registered in England and Wales number 3863045. Registered office: Ann Owens Centre, Oak Lane, East Finchley, London N2 8LT.





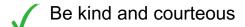
Behaviour expectations when using AUKB services

Age UK Barnet works to promote equality and fairness amongst and between all residents regardless of background, characteristics and current circumstances.

You can read our Equality, Diversity and Inclusion policy for more details. This can be found from this link:-https://www.ageuk.org.uk/bp-assets/globalassets/barnet/original-blocks/products/quality-policy-july-24-4.pdf

All of us, whether clients, members, staff, volunteers or trustees should all feel valued, listened to and treated with dignity and respect. Our expectations include:





Listen to each other and show respect to each other

Even if we disagree, we do not judge or criticise.

No aggressive behaviour or bullying

No physical contact without consent



Commenting on someone's individual characteristics such as gender, race, age, faith, sexuality or appearance is not appropriate.

Think before you speak!

Language or behaviour which is considered to be aggressive, abusive or discriminatory will not be tolerated. We will take action and services may be withdrawn.

You will be advised if this is the case and there will be opportunity to appeal the decision.

If you experience language or behaviour that you feel is inappropriate or makes you feel uncomfortable, we ask that you report it.

You can talk to any staff member or email: info@ageukbarnet.org.uk.