

Your Wellbeing UK

Professional Code of Conduct

Our Commitment to You

At Your Wellbeing UK, I am committed to providing a compassionate, professional and respectful environment where individuals feel heard, understood and supported.

My approach is centred on kindness, honesty, integrity and the belief that everyone deserves to be treated with dignity and without judgement.

This Code of Conduct outlines the professional and ethical standards I aim to uphold across my therapeutic and wellbeing services, including individual sessions and facilitated group activities.

1. Respect, Dignity and Equality

I am committed to treating everyone with fairness, kindness and respect, regardless of their background, beliefs, identity or personal circumstances.

I recognise that everyone brings different experiences, perspectives and needs, and I aim to create an inclusive environment where those differences are respected.

Discrimination, harassment, intimidation and inappropriate behaviour will not be tolerated.

2. Confidentiality and Privacy

I respect the confidentiality of information shared during individual sessions and handle personal information in accordance with applicable data protection legislation.

Information will not normally be disclosed without appropriate consent, except where disclosure is required by law or justified by a serious safeguarding concern or other lawful grounds.

In group settings, participants are expected to respect one another's privacy. However, absolute confidentiality cannot be guaranteed when several people are involved.

Personal information is managed in accordance with the Your Wellbeing UK Privacy Notice.

3. Professional Competence and Integrity

I undertake to work within the boundaries of my training, qualifications, experience and competence.

I will:

- **Be honest and transparent about my qualifications, experience and services.**
- **Use therapeutic and wellbeing approaches appropriate to my training and the needs of the individual.**
- **Maintain and develop my knowledge through continuing professional development.**

- Recognise the limitations of my skills and seek appropriate professional guidance when necessary.
- Never promise or guarantee specific therapeutic outcomes.

4. Professional Boundaries

I recognise the importance of maintaining clear, appropriate and respectful professional boundaries.

I will:

- Explain the nature, purpose and limitations of the services offered.
- Respect each person's autonomy, choices and personal boundaries.
- Avoid exploiting professional relationships for personal, emotional or financial gain.
- Recognise and appropriately manage potential conflicts of interest.
- Maintain appropriate boundaries between individual client relationships and group activities.

5. Emotional Wellbeing and Safeguarding

The emotional and physical wellbeing of those accessing my services is an important priority.

I will aim to provide a supportive environment where individuals can explore their experiences at their own pace.

I recognise that some situations may require specialist or additional support and will, where appropriate, encourage individuals to seek assistance from suitable professionals or services.

Safeguarding concerns will be responded to appropriately, with consideration given to individual safety, confidentiality and relevant legal responsibilities.

6. Choice, Consent and Personal Responsibility

I respect each individual's right to make informed decisions about their own wellbeing.

Participation in therapeutic activities, discussions and exercises is voluntary, and individuals may decline or pause an activity.

I will explain relevant approaches and seek appropriate informed consent before proceeding.

I encourage self-awareness, reflection and personal responsibility without judgement or pressure.

7. Group Facilitation

Where Your Wellbeing UK provides group activities, including the Women's Circle, I am committed to facilitating a respectful and supportive environment.

I will:

- Encourage listening, kindness and mutual respect.
- Provide opportunities for participants to contribute without pressure.
- Respect differences in opinions, experiences and beliefs.
- Discourage judgement, personal criticism and unsolicited advice.
- Intervene appropriately where behaviour threatens the wellbeing or dignity of others.
- Explain the purpose and boundaries of group participation.

Group activities designed for connection and shared experiences are not a substitute for individual counselling, psychotherapy or crisis support.

8. Honesty and Transparency

I will communicate openly and accurately about the services provided, including fees, booking arrangements, limitations and expectations.

I will not misrepresent qualifications, professional memberships, experience or the likely benefits of any therapeutic approach.

Where an approach may not be suitable for an individual's needs, I will communicate this sensitively and honestly.

9. Feedback and Complaints

I welcome feedback as an opportunity to reflect, learn and improve.

Any concerns or complaints will be treated respectfully, taken seriously and considered fairly.

Individuals are encouraged to raise concerns directly with Your Wellbeing UK using the contact details provided on the website.

Where a concern cannot be resolved informally, information about the appropriate next steps will be provided.

10. Ongoing Professional Responsibility

I recognise that ethical practice requires ongoing reflection, learning and accountability.

I am committed to reviewing my professional practices, maintaining appropriate insurance and working in accordance with relevant legal and professional responsibilities.

I will review this Code of Conduct periodically to ensure it continues to reflect the services, values and standards of Your Wellbeing UK.

My Promise

Above all, I aim to offer a space where people are treated with compassion, honesty and respect.

A space where they can feel listened to, supported and encouraged to explore their own wellbeing, choices and personal growth.

Your Wellbeing UK

Supporting wellbeing through understanding, compassion and connection.

Last reviewed: October 2026