Our Code of Conduct

Treating Everyone with Respect

We want every interaction with us to be positive, respectful, and helpful, whether you are a customer, colleague, supplier, or other person contacting our team. We understand that sometimes things can go wrong, and we appreciate that you may be frustrated or upset.

Our team is here to listen, help, and work with you to find a solution.

At the same time, we ask that everyone treats our people with courtesy and respect.

What We Ask From You

We are committed to treating you fairly and respectfully, and we ask you to do the same. We cannot accept behaviour that is:

- Threatening or intimidating
- Abusive or personally insulting
- Harassing
- Aggressive or deliberately confrontational
- Violent or threatening violence
- Discriminatory or offensive

This applies whether you are communicating with us over the phone, by email, social media, in person, or through any other communication channel.

When Speaking With Us by Phone

We understand that telephone conversations can sometimes become difficult, particularly when you are unhappy with a service or situation. Our team will always do their best to listen and help. We ask that you allow our colleagues to speak, explain the situation, and work with you towards a resolution.

If a conversation becomes abusive, threatening, or aggressive, we may politely ask for the behaviour to stop. If it continues, we may need to end the call.

If Behaviour Becomes Unacceptable

We will always aim to resolve concerns fairly and professionally. However, where unacceptable behaviour occurs, we may need to take steps to protect our colleagues and other customers. Depending on the circumstances, this may include:

- Ending a telephone call or other communication.
- Asking that future communication remains respectful.
- Cancelling or declining an order.
- Limiting the ways in which we communicate with you.
- Reporting serious threats, violence, or other incidents to the appropriate authorities where necessary.

Any action we take will be considered in the circumstances of the individual situation.

We're Here to Help

Being unhappy with a product, service, decision, or experience is completely understandable, and you are always entitled to raise a complaint or express your concerns.

Our aim is to listen, understand what has happened, and help wherever we reasonably can.

Thank you for helping us create a safe, supportive, and respectful environment for everyone.

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