



Soulcraft Services Ltd



**Policies &
Practice Standards**





Code of Conduct (Groups & Online Spaces)

Purpose

Soulcraft Services Ltd aims to create environments where people feel safe to explore ideas, reflect on personal experiences, and engage with spiritual and wellbeing practices.

This Code of Conduct outlines the standards of behaviour expected within Soulcraft Services Ltd environments, including in-person events, workshops, circles, courses, and online communities.

These guidelines help ensure that spaces remain respectful, supportive, and welcoming for everyone involved.

Respectful Participation

Participants are expected to engage with others in a manner that reflects courtesy, kindness, and mutual respect.

This includes:

- Listening to others without interruption or dismissal.
- Respecting different perspectives and beliefs.
- Allowing space for individuals to share their experiences without judgement.
- Recognising that spiritual and personal journeys may differ widely.

Healthy discussion and differing viewpoints are welcome, provided they are expressed respectfully.

Personal Boundaries

Soulcraft Services Ltd spaces encourage reflection and discussion, but personal boundaries must always be respected.

Participants should:

- Avoid pressuring others to share personal experiences.
- Respect when someone chooses not to participate in an activity or discussion.





- Avoid intrusive questions about personal beliefs, identity, or life circumstances.

Each individual has the right to participate in ways that feel comfortable and appropriate for them.

Inclusive and Respectful Language

Language that is discriminatory, abusive, or deliberately harmful will not be tolerated within Soulcraft Services Ltd environments.

Participants are expected to avoid:

- Derogatory or discriminatory remarks.
- Harassment or intimidation.
- Personal attacks or hostility toward others.
- Language that targets individuals based on identity or belief.

Soulcraft Services Ltd aims to foster environments where people feel welcome regardless of background or perspective.

Confidentiality in Group Spaces

Group activities may involve personal sharing. Participants are expected to respect the privacy of others.

This includes:

- Avoiding sharing another person's story outside the space without their permission
- Refraining from recording or photographing participants without consent
- Respecting the confidentiality guidelines outlined in the Soulcraft Services Ltd Confidentiality & Privacy Policy

Participants should only share what feels appropriate and comfortable for them.

Behaviour in Online Communities

Online spaces hosted by Soulcraft Services Ltd follow the same standards of respect as in-person environments.





- Participants should:
- Communicate respectfully in discussions and comments.
- Avoid posting harmful, abusive, or inflammatory content.
- Respect the privacy of others by not sharing screenshots or personal contributions without permission.

Moderators may intervene where behaviour disrupts the wellbeing or safety of the community.

Facilitator and Moderator Responsibilities

Facilitators and moderators are responsible for helping to maintain safe and respectful environments.

This may include:

- Clarifying expectations at the start of activities.
- Encouraging respectful discussion.
- Addressing behaviour that disrupts the safety or wellbeing of others.

Where necessary, facilitators may take steps to guide discussions, redirect behaviour, or pause activities in order to maintain a supportive environment.

Addressing Concerns

If behaviour arises that conflicts with this Code of Conduct, facilitators or moderators may take appropriate steps to address the situation.

These may include:

- Reminding participants of the community guidelines.
- Requesting that certain behaviour stop.
- Asking a participant to leave an activity or online space if necessary.

Where concerns cannot be resolved informally, individuals may raise the matter through the Soulcraft Services Ltd **Complaints and Resolution Policy**.





Shared Responsibility

Creating respectful and welcoming environments is a shared responsibility.

By participating in Soulcraft Services Ltd spaces, individuals agree to contribute to an atmosphere of curiosity, respect, and thoughtful engagement.

These principles help ensure that Soulcraft Services Ltd environments remain places where people can explore, learn, and connect in ways that support personal wellbeing and community trust.





Policy Review

Commitment to Ongoing Review

Soulcraft Ltd recognises that good practice evolves over time.

This Policy is intended to be a living framework that reflects current understanding, organisational experience, and the needs of the communities we serve.

We are committed to reviewing and updating this policy to ensure it remains relevant, effective, and aligned with our values.

Review Schedule

This policy will normally be reviewed:

- On an annual basis OR
- When significant organisational changes occur OR
- In response to relevant legal, regulatory, or sector developments OR
- Where feedback or experience highlights the need for revision

Where updates are made, they will be considered carefully to ensure consistency across related policies.

Responsibility for Review

Responsibility for maintaining and reviewing this policy rests with the leadership of Soulcraft Ltd.

Where appropriate, input may be sought from practitioners, collaborators, or community members to support informed and balanced updates.

Final Note

This policy reflects Soulcraft Ltd's commitment to holding its work with care, integrity, and responsibility.

By maintaining clear standards and remaining open to reflection and growth, we aim to ensure that our practices continue to support meaningful, respectful, and well-held experiences for all who engage with our work.





Version Control

To ensure clarity and transparency, updates to this policy will be recorded below:

Version	Date	Summary of Changes	Approved by
1.0	10 th April 2026	Initial Release	Sarah Kerr - Director

