



Chartered  
Institute of  
Housing

# Code of conduct



# CODE OF CONDUCT

## for housing professionals

All CIH members are expected to commit to meet the professional standards.

### Respect for others

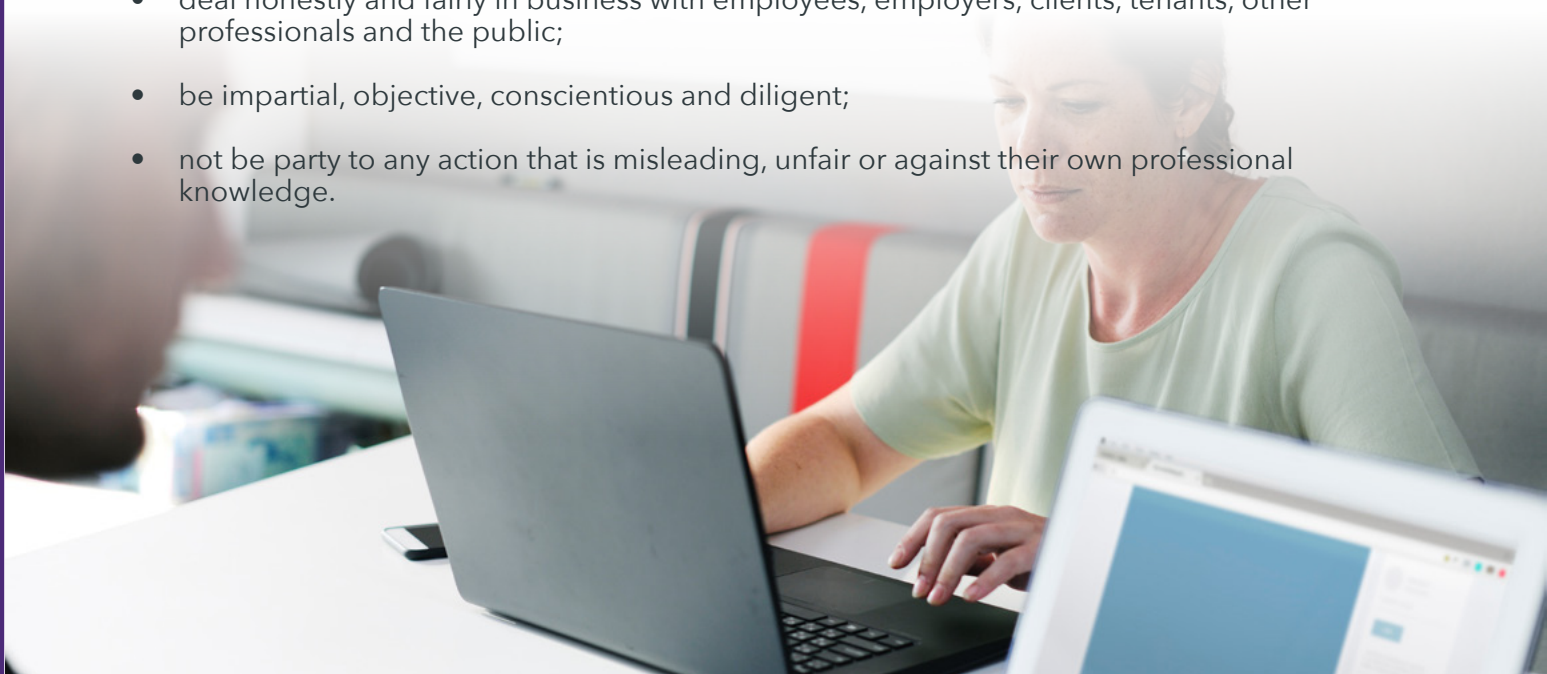
CIH members must:

- treat themselves and others with respect;
- make only their professional or authorised views known publicly;
- be accountable for the impact of their decisions, actions and views;
- adhere to and support practices that promote equality, diversity, inclusion and human rights;
- not disclose to a third party any confidential or privileged information entrusted to them by their employers, clients or customers;
- demonstrate sensitivity for the customs, cultures and beliefs of others.

### Act with integrity

CIH members must:

- at all times work within the spirit and the letter of the law and not encourage, assist or collude with others who may be engaged in unlawful conduct;
- ensure that their private, personal, political and financial interests do not conflict with their professional duties and disclose any conflicts that arise to the appropriate authority;
- not allow their professional judgement or conduct to be compromised by personal gain, self-interest or the undue influence of others;
- deal honestly and fairly in business with employees, employers, clients, tenants, other professionals and the public;
- be impartial, objective, conscientious and diligent;
- not be party to any action that is misleading, unfair or against their own professional knowledge.



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### Take responsibility

CIH members must:

- perform their duties diligently, conscientiously, without favour and with regard to the interests of their employers, professional colleagues, their customers and business associates;
- challenge others if they suspect unlawful or unethical behaviour;
- apply their informed and impartial judgement and ethical decision-making principles in reaching decisions particularly in cases where it is essential to balance different demands;
- be conscious of the individual, social and environmental impact of their work and work to minimise harm.

### Maintain professional competence

CIH members must:

- conduct themselves in a way that upholds the reputation of the profession and CIH;
- ensure they have the appropriate skills and knowledge to undertake their duties both now and in the future;
- ensure those working for them have the appropriate level of competence, supervision and support;
- comply with any CIH regulations on education and continuing professional development that may be issued from time to time;
- have regard to any CIH guidance on professional practice that may be issued from time to time;
- hold the appropriate levels of insurance for the work they undertake;
- report breaches of the code of conduct to CIH in accordance with the relevant policy of the time.



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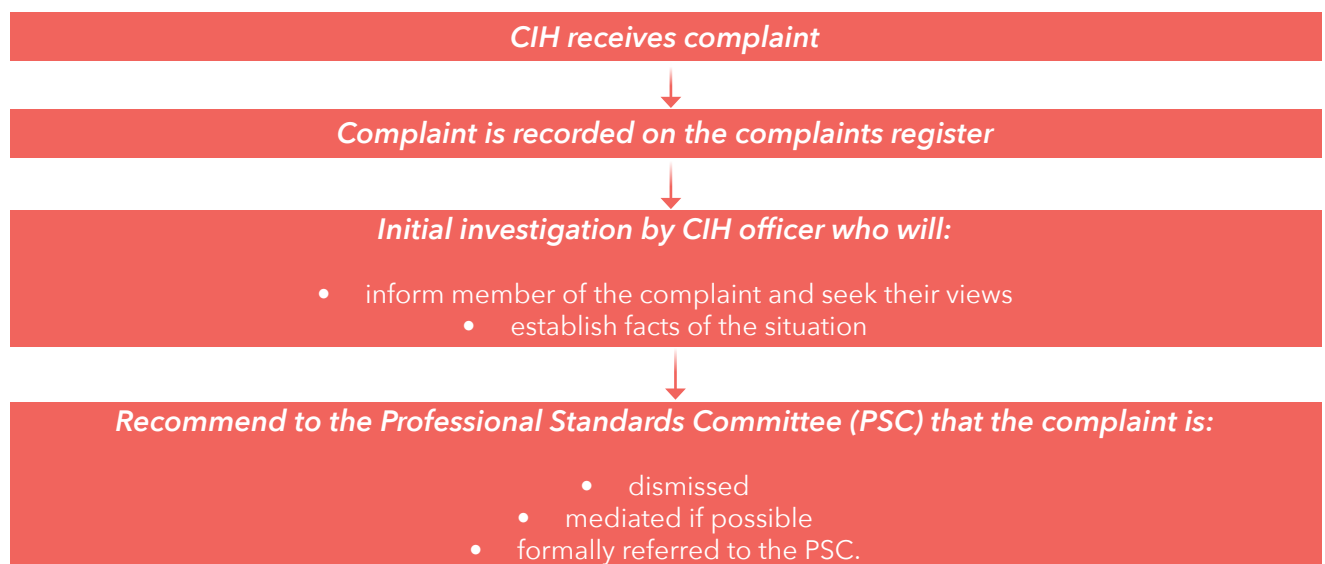
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### Contravention of the code

Any member who fails to meet their commitment to professional standards will be liable to reprimand, suspension or expulsion from the membership in accordance with Byelaw 18 of the CIH rules of governance. All complaints of misconduct by CIH members will be investigated in accordance with CIH's disciplinary policy.

It is not the remit of the code to duplicate the provisions of business, employment, health and safety, human rights or discrimination law therefore a judgement from a competent court or tribunal may be taken as evidence of a breach of this code. Nor is this code intended to replace or supplement organisational disciplinary processes; however outcomes of such processes may be taken into consideration as to a breach of the code.

### What happens when members do not comply with the code?



### If a complaint is referred to the PSC, the committee will:

- Write to the member advising that the investigation is now being carried out on a formal basis and setting out the nature of the allegation or breach with a request for his or her observations
- Give the member a period of two weeks to provide their observations
- In certain circumstances, the member may be invited to attend the meeting at which she or he maybe accompanied or represented by a person of his/her choice
- If required, invite the complainant or other persons to discuss the matter.



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**The possible outcomes from an investigation by the PSC are:**

- A breach of the code has been demonstrated
- No breach of the code has occurred
- The member's conduct does not breach the code; however it falls short of the accepted standards of professional practice.

**The maximum sanction for a breach of the code is to be removed from the membership.**

**The PSC can terminate an investigation:**

- if the complainant withdraws the complaint in writing or at a meeting of the PSC; or
- if, after a period of two weeks, the complainant has not provided evidence or information that the PSC has requested; or
- if in the opinion of the PSC the alleged breach, even if proved, would be so trivial as not to justify further action.

### **Appeals process**

All members who have been found to have breached the code of conduct have the right to lodge an appeal against the decision of the PSC.

An appeal can only be made on administrative grounds such as the PSC did not take into account information provided by the member or there was a misinterpretation of facts. The appeal must be lodged in writing within 14 days of receiving notification of the outcome of the complaint. Appeals will be considered by nominated members of the Governing Board.

In the event of finding that there has been a breach of the Code, CIH reserves the right to give publicity to the breach and to subsequent disciplinary action taken in the interests of CIH and the public

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