

The NFWI Code of Conduct

1. Introduction

The WI is an organisation centred on friendship, campaigning, education and fun. We are a place for all women where members are welcomed, supported and able to fully enjoy their membership and utilise all of the opportunities that comes with it.

To ensure the aims of the organisation are realised, members must abide by this Code of Conduct which sets out the behaviour expected of WI members.

2. WI members

WI members must:

- demonstrate the WI values of truth, tolerance, justice and fellowship
- be kind and considerate towards others
- use inclusive and polite language
- share views, comments and feedback respectfully and appropriately
- respect others at all times
- feel able to make mistakes and learn from these
- raise concerns and complaints
- comply with applicable WI, federation and NFWI policies
- ensure the WI is a place for all women by welcoming new members
- avoid bringing the organisation into disrepute

3. Trustees

WI and federation trustees must:

- act in the best interests of the WI as a whole including federations and the NFWI
- respect and maintain confidentiality
- support the decision of the majority
- work in partnership with each other
- act within the governing documents and the law
- manage conflicts of interest effectively
- ensure concerns and complaints are followed up appropriately
- carry out their role with the WI vision statements in mind: bold and inspiring, growing and relevant, flexible, and inclusive

4. Unacceptable behaviour

The NFWI has a zero tolerance policy of discrimination of any type, including racism, homophobia and transphobia, and of any behaviour that intends to cause distress to another. Any such behaviour must be reported and will be investigated.

5. Resources

This Code must be read alongside the following NFWI policy/guidance documents:

- NFWI Charter
- NFWI Complaints Policy
- NFWI Equality, Diversity and Inclusion Policy
- NFWI Social Media Code of Conduct

6. Contact us

If you would like to contact us about this document please email membership@nfwl.org.uk, call 0207 371 9300 or write to us at NFWI, Membership and Engagement Team, 104 New Kings Road, London, SW6 4LY. If you would like to contact us about complaints, please email complaints@nfwl.org.uk

7. Updating this document

This document is under continuous review and will be updated annually or as required. Any updates will be communicated to federations, who should cascade this information on to WIs.

Version	Date created	Last review date	Next review date	Document author
1	February 2022	N/A	February 2023	Membership and Engagement Team
2		February 2023	February 2024	
3		April 2025	April 2026	