



The Blues and Royals Association Policy Pack

Updated: 9th February 2026

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1. Complaints Handling Policy

Purpose

To ensure that all complaints, whether internal or external, are handled promptly, fairly, and constructively.

Scope

Applies to all trustees, partners, and members of the Association, Regiment or the public who engage with The Blues and Royals Association.

Policy Statement

The Blues and Royals Association is committed to maintaining high standards in all aspects of its operations. Any complaints received will be taken seriously, acknowledged promptly, and resolved wherever possible at the point of origin.

Procedure

1. Internal complaints should be submitted in writing to the Board of Trustees via email. External or public complaints should be submitted in writing through the website. Digital platform complaints (through the Military App) can be submitted through the platform's Pinboard Contact function or using the 'Flag' tool for reporting issues on content, groups and chat.
2. Acknowledgement will be sent within 3 working days.
3. A trustee will investigate and respond within 10 working days.
4. If further investigation is needed, an update will be provided with a revised timeframe.
5. All complaints and resolutions will be documented and reviewed annually.



The public complaints procedure can be found on the website and the policy will be annually reviewed and updated if required:

<https://www.householdcavalryconnect.com/policies/all-policies>

2. Conflicts of Interest Policy

Purpose

To ensure transparency and prevent decisions being influenced by personal interests.

Scope

Applies to all trustees and any contracted partners or advisors.

Policy Statement

All parties involved in The Blues and Royals Association must disclose any actual or potential conflicts of interest. A conflict may arise when personal interests could interfere with professional duties.

Procedure

1. Disclose any potential conflict to the Board of Trustees as soon as it arises.
 2. The Board of Trustees will determine if the interest requires action, such as recusal from decisions.
 3. All conflicts and resolutions will be recorded in a Conflict of Interest Register.
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3. Safeguarding Adults Policy

The Blues and Royals Association's Safeguarding Adults Policy can be found on our website:

<https://www.householdcavalryconnect.com/policies/all-policies>

The Code of Conduct can be found on our website:

<https://www.householdcavalryconnect.com/policies/all-policies>

Purpose

The Blues and Royals Association is committed to safeguarding adults and promoting their wellbeing in all aspects of our work. This policy sets out how we prevent harm, respond to safeguarding concerns, and uphold safe practice across our digital community and related activities.



Scope

This policy applies to:

- Trustees, contractors, and anyone working on behalf of The Blues and Royals Association
- Adults who engage with or are affected by our services and digital platform
- Partner organisations, Association branches, and groups using the platform, insofar as safeguarding responsibilities intersect

The Blues and Royals Association's activity and digital community platform is **not intended for children**, and users must be aged 18 or over.

Policy Statement

The Blues and Royals Association recognises its responsibility to take all reasonable steps to safeguard adults who may be at risk of harm, abuse, neglect, or exploitation.

We are committed to:

- Providing a safe in-person and digital environment
- Enabling effective reporting and escalation of safeguarding concerns
- Working collaboratively with partners and external agencies where safeguarding issues arise

We have a **zero-tolerance approach** to abuse and are committed to acting promptly, proportionately, and transparently when concerns are raised.

Definitions

An *adult at risk* is a person aged 18 or over who:

- Has needs for care and support, and
- Is experiencing, or is at risk of, abuse or neglect, and
- Is unable to protect themselves because of those needs

Abuse may include, but is not limited to: physical, emotional, sexual, financial, discriminatory abuse, neglect, coercive control, or online harm.

Roles and Responsibilities

- **Safeguarding Lead:**
Chris Elliott (Trustee and Regimental Secretary)
Email: rhg-d.regsec@householdcavalry.co.uk
Tel: 07881 625124



The Safeguarding Lead is responsible for:

- Receiving and assessing safeguarding concerns
- Ensuring appropriate action and escalation
- Liaising with external agencies where required
- Maintaining secure safeguarding records

All trustees, contractors, and partners are responsible for:

- Being alert to safeguarding concerns
- Acting in line with this policy
- Reporting concerns promptly

Safeguarding in a Digital Community Setting

The Blues and Royals Association recognises the specific risks associated with online and community-based environments. We address these by:

- Ensuring platform tools are available to report concerns, inappropriate behaviour, or harmful content
- Following COBSEO guidelines and best practice
- Escalating safeguarding concerns that present risk of harm beyond routine moderation
- Taking appropriate action where platform terms or safeguarding standards are breached

Small, localised activity groups (such as regional groups, branch dinners, walk-and-talks or coffee clubs) are required to follow the specific safeguarding policies and procedures provided to each leader or group admin.

Reporting Safeguarding Concerns

Safeguarding concerns may be raised by:

- Military App platform users.
- Group organisers.
- Contractors or members of the public

Concerns should be reported as soon as possible to the Safeguarding Lead using:

- Direct contact (email or phone), or
- The platform's reporting or contact mechanisms. These include: The Pinboard Contact function; The 'FLAG' tool embedded within app new or support articles, events, groups and chat.



All reports will be treated seriously and handled confidentially, in line with data protection requirements.

Responding to Concerns

When a safeguarding concern is raised, The Blues and Royals Association will:

1. Listen carefully and take the concern seriously
2. Assess the level of risk and urgency
3. Take appropriate action to reduce harm
4. Refer to statutory services (such as adult social care or the police) where necessary
5. Keep clear, secure records of concerns and actions taken

The Blues and Royals Association will not investigate safeguarding matters beyond its remit but will support appropriate referral and cooperation with relevant authorities.

External Advice and Support

For independent safeguarding advice, individuals may also contact:

Ann Craft Trust

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

Website: www.anncrafttrust.org

Review and Governance

This policy is approved by the Board of Trustees and is reviewed annually, or sooner if:

- There are changes in legislation or guidance
- A significant safeguarding incident occurs
- Operational changes require review

4. Safeguarding Code of Conduct

The Safeguarding Code of Conduct can be found on our website, including a sign-off form for contractors, partners, activity organisers and selected group admins:

<https://www.householdcavalryconnect.com/policies>

Purpose



This Code of Conduct sets out the standards of behaviour expected of everyone working for, representing, or engaging with The Blues and Royals Association. It supports our commitment to safeguarding adults, promoting respect, and maintaining a safe and inclusive digital community.

Scope

This Code applies to:

- Trustees, contractors, consultants, and anyone acting on behalf of The Blues and Royals Association
- Partner organisations
- Group organisers and facilitators of activities

Expected Standards of Behaviour

All individuals covered by this Code must:

- Treat others with dignity, respect, and fairness at all times
- Act in a way that upholds trust, integrity, and professionalism
- Be mindful of power imbalances and avoid behaviour that could be perceived as intimidating, coercive, or inappropriate
- Communicate respectfully in all online and offline interactions

Professional Boundaries

Those representing The Blues and Royals Association must:

- Maintain appropriate boundaries in digital and community interactions
- Avoid forming inappropriate or exclusive relationships with platform users or beneficiaries
- Not use their role to seek personal, financial, or emotional gain
- Avoid private communications that could place themselves or others at risk

Online Conduct

When using the The Blues and Royals Association digital platform (the Military App) or related digital spaces, individuals must:

- Use the platform responsibly and in line with its terms of use
- Not engage in harassment, bullying, discrimination, or harmful behaviour
- Not share offensive, abusive, or inappropriate content
- Respect confidentiality and privacy at all times



Safeguarding Responsibilities

Everyone has a responsibility to be alert to safeguarding concerns and to report them promptly in line with The Blues and Royals Association's Safeguarding Adults Policy

- Safeguarding concerns must not be ignored, minimised, or investigated independently
- Allegations or concerns will be handled confidentially and appropriately

Compliance and Breaches

Failure to follow this Code may result in action, including restriction or removal of access to the Military App, Association activities, termination of contracts, or referral to relevant authorities where appropriate

Breaches of this Code may also be treated as safeguarding concerns.

Review

This Code of Conduct is reviewed periodically and updated as required to reflect best practice and changes in guidance or legislation.

5. Serious Incident Reporting Policy

Purpose

To provide a clear framework for recognising and reporting serious incidents that may affect The Blues and Royals Association's reputation, operations, or legal compliance.

Scope

Applies to all trustees and anyone representing The Blues and Royals Association in a professional capacity.

Definition of Serious Incident

Includes but is not limited to: data breaches, criminal allegations, serious injury, financial fraud, and any event likely to result in regulatory or reputational damage.

Procedure

1. Any serious incident must be reported to the Board of Trustees immediately.
2. A trustee will lead an initial review to determine the severity and next steps.
3. If needed, external advice (legal, regulatory) will be sought.
4. A record of the incident and response will be created and stored securely.



5. Learnings and preventative measures will be shared with the Board of Trustees.

6. EDI (Equality, Diversity & Inclusion) Policy

Purpose

The purpose of this policy is to promote equality, diversity, and inclusion in all areas of our work. We are committed to creating a fair, respectful, and inclusive environment for everyone who engages with our activity.

Scope

This policy applies to all trustees, employees, contractors, partners, Military App users, and members of the public who interact with our activities.

Policy Statement

We are committed to equality of opportunity and to preventing discrimination, harassment, or unfair treatment on the basis of protected characteristics as defined by the Equality Act 2010, including but not limited to age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy or maternity, and marriage or civil partnership.

We value diversity and aim to foster an inclusive digital community where individuals are treated with dignity and respect. We expect all those engaging with our platform to uphold these principles.

Procedure

We take reasonable steps to ensure our activities are accessible and inclusive.

Discriminatory behaviour, harassment, or exclusionary conduct will not be tolerated and may result in action in line with our terms of use or internal procedures.

Concerns or complaints relating to equality or inclusion can be raised through our complaints process or via the Military App platform's reporting tools.

This policy is reviewed periodically to ensure it remains appropriate and effective.

End of Policy Pack