



The Silverlining Charity

Affiliated Solicitors Scheme

Code of Conduct



Our Code of Conduct

As a registered Charity, we must act in the best interests of our beneficiaries at all times. It is exceptionally important that we only affiliate ourselves with those who are willing and able to protect, respect and benefit The Silverlining Charity, our beneficiaries and our other partners.

The work and success of the charity sector relies on trust. The value of The Scheme lies with the integrity of its members to act responsibly, professionally and accountably at all times. This is especially important for Silverliners and their support networks, who are often in very vulnerable positions.

All those included in The Scheme must:

1. Conduct themselves in a manner befitting their professional reputation, the reputation of The Silverlining Charity and the other firms included in The Scheme. All professionals must abide by their profession's code of conduct.
2. Not claim skills or expertise which they do not possess.
3. Not pressurise any members, staff or volunteers of The Silverlining Charity to recommend, endorse or subscribe to their services.
4. Provide free, no obligation advice and information about their services to all those who enquire to allow them to make an informed decision about the use of their services.
5. Recognise that other solicitors may be considered and consulted before a firm instructed and allow for this.
6. Act in the best interests of their client and, in so far as is compatible with that, all parties affected by and living with brain injury.
7. Treat all clients with respect and sensitivity, particularly those in vulnerable situations.
8. Avoid any form of exploitation of clients, including, but not limited to, using your professional position to benefit sexually, financially or emotionally from a client.



Our Code of Conduct Continued

All those included in The Scheme are expected to:

1. Keep up-to-date with changes in legal practices.
2. Engage with, support and foster the ethos of The Silverlining.
3. Regularly attend and support Silverlining events and activities.
4. Respect the individuality of each client.
5. Act with dignity and respect at all times.
6. Not actively solicit potential clients in medical settings and/or activities run by The Silverlining.
7. Protect the privacy of Silverliners and their support networks.

Failure to abide by the Code of Conduct and Conditions for Inclusion will result in the conduct being referred to the Trustees and may lead to membership of The Scheme being terminated at the Trustees' discretion.