

Code of Practice

The service offered by Trinity Money Advice Leicester (“TMAL”) to the general public must follow the principles outlined below:

1. The service must be available to all, regardless of their race, ethnic origin, marital status, religion, age, gender, disability, physical appearance or sexual orientation (see Equal Opportunities policy).
2. The service must be impartial, uninfluenced by the interests of any company, Local Authority, Government Department and free from any political bias.
3. Whilst the motivation for TMAL’s work is to express the love of Jesus, TMAL acknowledges the freedom of people of all faiths or none both to hold and to express their beliefs and convictions respectfully and freely, within the limits of the UK law, and will not seek to impose the Christian faith or belief on others.
4. The service must be given completely free of charge or any other obligation, monetary or otherwise.
5. The service must be completely confidential within TMAL, although there are certain instances where there may be a legal or moral obligation to breach confidentiality. Please refer to the separate Confidentiality Policy.
6. The service must be given with respect for the individual, acknowledging their right and ability to make their own decisions.
7. The service must be competent, accurate, prompt, fair, honest and diligent in checking facts with documentary evidence.
8. TMAL must not knowingly aid and abet a fraud.
9. TMAL must not knowingly break the law.
10. TMAL must not act as a debt collector. It will not seek to recover monies owed to its clients by private individuals or companies.
11. TMAL must not assist a client to sue for damages.
12. TMAL must not provide references for its clients.
13. TMAL must not pursue a course of action requested by a client if TMAL Management feels that action is unwise, although there is nothing to prevent the client acting on their own behalf or seeking advice from another agency.

