

বাংলাদেশ ইয়ুথ এন্ড



কালচার্যাল শমিতি

Bangladesh Youth and Cultural Shomiti

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PROCEDURE FOR CONFLICT OF INTEREST

Advisors need to be alert at all times to any potential conflict of interest.

A conflict of interest can arise from a variety of sources including the following that are seen as the main areas of potential conflict of interest for the BYCS:

- Representing both parties.
- A complain about a member of staff.
- A complaint about a member of the management board.
- A client who is known to be giving false information.
- A complaint about a funder or the organisation.
- An issue involving a member of the management board.

Representing both parties.

This is potentially the most common conflict of interest situation that the advisor can face. The following procedure shall be used to ensure that such events are eliminated:

- A simple check to ask the user if they think that the other party might have used their services. If there is any doubt, the advisor shall check the client files to confirm one way or another.
- If it is established that the centre is advising another party on matters that involve that enquirer then the conflict of interest shall be explained to the client and the client referred to an alternative source of advice. This process shall follow the BYCS 'Signposting procedure'.
- If it is discovered at a later date that the Centre has been advising both parties then ideally both parties shall be advised independently of the issue of conflict of interest, and referred to suitable alternative advisor.
- If this is impossible then as a minimum the second party to contact the BYCS will be signposted to a suitable alternative service provider.
- Where such a situation has arisen individual files shall be updated accordingly.



INVESTORS IN PEOPLE



A complaint against a member of staff.

- If a client wishes to make a complaint about a member of BYCS's staff then the advisor shall immediately explain to the client that such issues are beyond the scope of the advisors work and issue must be raised with the Project co-ordinator.
- The client should be informed about BYCS's complaints procedure. They should also be informed that they have the right to seek independent advice.
- The advisor will complete the case record sheet including the question on conflict of interest.

A complaint against a member of the Management Board.

- If a client wishes to make a complaint about a member of the management board then the advisor shall immediately explain to the client that such issue are beyond the scope of the advisors work or any other members of BYCS staff.
- The advisor will complete the case record sheet including the question of conflict of interest and the client shall be advised to seek advice from an independent advice centre. The advisor shall follow the Signposting procedure with the client.
- The advisor immediately informs the Project co-ordinator of the action that has been taken.

A client presents information that the advisor knows to be untrue.

- In such case the advisor shall complete the case record sheet and proceed with the interview until such time as he/she is aware of the problem. Once the advisor is sure that the client is giving false information then they shall challenge the client about the information that is being presented.
- If the client persists in giving false information, they must be informed that BYCS cannot assist them.

A client presents information that is potentially a complaint about the organisation or a funder.

- In such case the advisor shall complete the case record sheet and proceed with the interview until such time he/she is aware of the problem.
- Once the problem has been identified the advisor shall stop the interview, explain the reason for stopping and refer the client to an independent organisation using the signposting procedure.
- The project co-ordinator shall immediately be informed of the issue involved and the action taken.
- Receipts of funds from a specific funder will not prevent the organisation from bringing a complaint against them, as BYCS is an independent organisation.

A client presents information that potentially involves a member of the Management Board.

- In such case the advisor shall complete the case record sheet and proceed with the interview until such time as he/she is aware of the problem.
- Once the problem has been identified the advisor shall stop the interview, explain the reason for stopping and refer the client to an independent organisation using the signposting procedure.
- The Project co-ordinator shall be informed immediately of the issue involved and the action taken.

This policy was adopted at a meeting of the Management Board of Bangladesh Youth & Cultural Shomiti in the Management Board Meeting held on 09 September 2017 and thereafter reviewed annually.

A handwritten signature in black ink, appearing to be 'Shomiti' followed by a stylized flourish.

Date: 15/12/2025 Signed

Director/Company Secretary

