

Deep Listeners Code of Ethics

Including Complaint Procedures



Preamble

Compassion, respect for privacy, the absence of judgement and undivided attention are fundamental principles of compassionate listening. Deep listeners show care, offer connection, and provide a sounding board to work through challenges, thoughts and feelings.

Members of the Deep Listeners collective commit themselves to the following principles:

- **Suspending judgement** - We can only be compassionate when we are non-judgemental. Deep Listeners strive to suspend judgment while engaging in deep conversations.
- **All are equal** - Deep Listeners resist hierarchies and consider everyone equal regardless of status, race, wealth, colour, age, gender, sexuality, religion, personal history, disability, health, intellect or any other category. In the deep conversation space, everyone is equal.
- **Distraction free and focussed** - Deep conversations are all about the speaker. Deep Listeners endeavour to leave their own concerns aside and focus on the person they're listening to. It takes time to show care and build trust, listeners devote that time.
- **Avoid giving advice unless asked** - Every person has a right to self determination and the dignity of risk. Deep Listeners acknowledge we are not experts, and we respect others' capacity to solve their own challenges.
- **Validating the xperience of others** - All experiences are valid. Deep Listeners acknowledge that regardless of what a person's life looks like from the outside, their internal experience may be different.
- **Calm, kind and hopeful** - It takes an attitude of kindness to lift the spirits of others. Deep Listeners commit to preparing for deep conversations in the spirit of kindness and with a calm nervous system.
- **Honest intentions** - When we invite others to entrust us with deep thoughts and emotions we have an ethical responsibility to safeguard the vulnerability that comes with that. Deep Listeners will not use their position to engage in sales,

political or religious influence, romantic pursuits, or any other personal gain. Our sole motivation is to connect with and support others through deep conversation.

- **Respect for the privacy of others** - Deep conversations often include sensitive and private topics. It is essential that listeners can be trusted to keep conversations confidential.
- **Safety above all else** - Deep Listeners are conscious of fulfilling our role in the safety and wellbeing of everyone involved both during deep conversations and in relation to all of our activities as a Deep Listener.

Guidance clause: The interpretation of values is influenced by subjectivity. Ethical deep listening requires common sense conscious decision-making in context. Only risk of substantial harm potentially allows any standard to be overridden.

Process

This code only applies to signed members of the Deep Listener collective.

If a complaint is made against a listener for violation of this code, it will be reviewed by the coordinator. If a listener is in need of support to more fully understand the code, he or she may be subject to supervision, further training or other actions that are appropriate in the circumstances. Appropriateness will be based on the seriousness of the breach, the harm or potential harm caused, and whether the member has had previous breaches. Responses to breaches may include a warning and education, reprimand and request for remediation, suspension of membership, expulsion from Deep Listeners.

Complaints

Anyone who believes a member of the Deep Listener collective has breached the Code of Ethics may contact the coordinator in writing to lodge a complaint. This may be done via email to Ursula@deeplisters.org.

Complaints will be reviewed by the coordinator and a nominated member of the Deep Listeners collective within 28 days and a decision will be made on the outcome.

The coordinator asserts the right to refuse to receive, investigate or take action on complaints believed to be vexatious or trivial.

After reviewing the complaint, it may be upheld, dismissed, or further information requested from either or both parties. Witnesses may be called upon by either party. Our collective is not bound by formal rules of evidence, but offers the commitment to uphold fairness and justice to the best of its ability.

Once an outcome and course of action has been decided, the complainant will be notified immediately. If the complainant wishes to appeal the outcome and has reasonable grounds to do so, a mediator will be sought from outside the Deep Listeners collective.

Authorisation

Ursula Wharton

Founder & Coordinator, Deep Listeners, Murwillumbah