

Soul Academy – Code of Conduct for Clients and Partners

1. Purpose

This Code of Conduct outlines the standards of behaviour expected from all clients, collaborative partners, and participants engaging with Soul Academy. It ensures a safe, respectful, and legally compliant environment across all coaching, mentoring, events, and digital interactions.

2. Scope

This Code applies to all individuals and organisations who:

- Receive coaching, sessions, services, mentoring, or training from Soul Academy;
- Partner with Soul Academy in joint ventures, referrals, events, or promotional activities;
- Attend Soul Academy's online or in-person programs, workshops, retreats, or events.

By engaging with Soul Academy, clients and partners agree to comply with this Code and all applicable laws and policies.

3. Expected Conduct

Clients and partners must:

- Act with honesty, integrity, and professionalism in all dealings with Soul Academy.
- Treat Soul Academy staff, facilitators, and other participants with courtesy, respect, and fairness.
- Communicate clearly and respectfully in person, online, and via messaging platforms.
- Refrain from any behaviour that is abusive, discriminatory, harassing, defamatory, or disruptive.
- Respect the confidentiality and privacy of others, including sensitive personal and business information.
- Follow all reasonable instructions, safety guidelines, and event protocols provided by Soul Academy.
- Honour agreed schedules, bookings, and commitments, including timely attendance and communication.
- Use Soul Academy's facilities, platforms, and resources lawfully and responsibly.
- Use Soul Academy's facilities, equipment, and digital platforms responsibly and only for authorised purposes. Any damage, misuse, or unauthorised access may result in termination of access and liability for costs incurred.

4. Online and Event Participation

When participating in Soul Academy's services or events, clients and partners must:

- Engage in a manner that supports a safe, inclusive, and constructive environment.
- Avoid unsolicited promotion, solicitation, or sharing of personal contact details unless authorised.
- Respect intellectual property rights, including course materials, recordings, and branding.
- Leave event spaces clean and orderly, and comply with venue rules when attending in person.

- Notify Soul Academy immediately if the environment feels unsafe, inappropriate, or unlawful.

5. Collaboration and Partnership Conduct

Partners must:

- Represent Soul Academy's brand, values, and reputation with integrity and professionalism.
- Obtain written approval before using Soul Academy's name, logo, or materials in marketing or public communications.
- Comply with Soul Academy's policies, including confidentiality, privacy, WHS, and insurance requirements.
- Disclose any actual or potential conflicts of interest that may affect the partnership.
- Maintain their own legal compliance, professional standards, and insurance coverage.
- Avoid making public statements or representations on behalf of Soul Academy without prior written consent.

6. Health, Safety, and Wellbeing

Soul Academy is committed to providing a safe and supportive environment. Clients and partners are expected to:

- Follow all health and safety instructions, including emergency procedures and WHS protocols.
- Inform Soul Academy of any medical, psychological, or accessibility needs relevant to participation.
- Avoid attending events or sessions under the influence of alcohol, drugs, or any condition that may impair judgment or safety.
- Cooperate with Soul Academy's incident reporting and risk management processes.

Soul Academy encourages clients and partners to report concerns, suggestions, or misconduct through designated channels. All reports will be handled confidentially and respectfully, and feedback is welcomed as part of our commitment to continuous improvement.

7. Breach of Conduct

Soul Academy reserves the right to take appropriate action in response to breaches of this Code, including:

- Suspending or restricting access to shared resources, facilities, or collaborative tools if misuse or non-compliance is identified
- Terminating partnerships or client relationships
- Reporting serious misconduct to relevant authorities
- Seeking legal remedies for breach of contract or damage to reputation

8. Legal Compliance

This Code supports compliance with:

- The Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)
- The Privacy Act 1988

- The Work Health and Safety Act 2011 (QLD)
- The Fair Trading Act and other applicable state legislation
- Soul Academy's internal policies and agreements, including but not limited to Privacy, Confidentiality, WHS, and Event Participation Waivers.

This Code of Conduct is reviewed regularly to reflect evolving standards, legal obligations, and Soul Academy's values. By engaging with Soul Academy, all clients and partners agree to uphold these principles in good faith.

Dispute Resolution Procedure

1. Purpose and Commitment

At Soul Academy, we are committed to maintaining respectful, transparent, and solution-focused relationships with our clients. If a concern or disagreement arises, Soul Academy aims to resolve it promptly and fairly through the following process.

Nothing in this procedure limits your rights under the Australian Consumer Law (ACL). You may seek remedies at any time if services fail to meet consumer guarantees.

2. Informal Resolution

Most issues can be resolved quickly through open communication, therefore clients are encouraged to raise concerns promptly and directly. Soul Academy aims to respond to informal concerns within three (3) business days.

3. Formal Complaint Submission

If informal resolution is unsuccessful or inappropriate, clients can submit a formal complaint via email to hello@mysoulacademy.com, including name and contact details, a description of the issue and relevant dates or supporting documents, and their desired outcome.

4. Internal Review

Soul Academy will acknowledge the complaint within 3 business days, and may request further details. A written response is provided within 10 business days outlining findings and the proposed resolution or next steps.

5. Optional Mediation

If unresolved, both parties may agree to mediation with an independent facilitator. Mediation is voluntary and confidential. Each party is responsible for their own mediation costs unless otherwise agreed in writing. Any settlement reached at mediation will be recorded in writing and signed by both parties. This agreement will be binding.

6. External Resolution

If a dispute cannot be resolved through internal processes or mediation, clients may pursue external resolution through:

- Relevant consumer protection agencies
- Legal avenues, where applicable. Any legal proceedings must be commenced in the courts of Queensland, Australia.

For international clients, all disputes will be governed by the laws of Queensland, Australia, unless otherwise agreed in writing.

Soul Academy will cooperate fully with any external investigation or legal process, in accordance with applicable laws and obligations.

7. Record Keeping and Confidentiality

Soul Academy ensures that all complaints are formally documented and securely stored in compliance with applicable privacy standards. We use the insights gathered through this process to evaluate and enhance the quality of our services, while maintaining strict confidentiality for all clients throughout the resolution journey.

8. Our Commitment

Soul Academy treats all feedback as an opportunity to grow and will listen with empathy, act with integrity, and seek fair outcomes for all parties.

To discuss a dispute, you can reach us at:

Soul Academy

Email: hello@mysoulacademy.com

Mailing Address: 2/3 Millennium Circuit, Helensvale, Queensland 4212, Australia.