

UK RISHTA LIMITED

Code of Professional Practice, Ethics, Vetting, Safeguarding & Accountability

Organisation-wide framework applying to UK Rishta, UK Muslim Rishta and VettedMatches.com

Version 1.2 — Controlled Working Edition — September 2026

Established: February 2023

Origin: The organisation's vetting and safeguarding principles originated with UK Rishta in 2023 and have since been developed for the broader communities the organisation serves.

This document sets out the single professional, ethical, vetting, safeguarding and accountability standard that UK Rishta Limited expects to uphold across its platforms and people.

Founding leadership

Satnam Singh — Founder & CEO

Rajni Singh — Co-Founder, CEO & Dedicated Matchmaker

Status: Organisation-wide professional-practice framework. This document is not a police code, does not confer police powers, and is independently developed for UK Register Limited.

Purpose and Scope

This Code establishes one organisational standard for professional conduct, ethics, vetting, safeguarding, accountability and public confidence across UK Register Limited and the three platforms operating within its framework.

- UK Rishta
- UK Muslim Rishta
- VettedMatches.com

The same fundamental standards apply across all three platforms. Where a safeguarding or professional-standards decision properly requires cross-platform action, UK Rishta Limited may apply that decision across the organisation, subject to applicable law.

The framework is informed by recognised principles of professional ethics, accountability, vetting and public protection, including principles reflected in College of Policing guidance. It is not a police code, does not reproduce another organisation's code, and does not give UK Rishta Limited police, judicial or regulatory powers.

1. Organisational Commitment

UK Rishta Limited is committed to being approachable, fair, diverse, inclusive, honest, open, transparent, respectful, professional and accountable.

The purpose of vetting is not to make membership difficult for its own sake. It is to make the organisation safer and more trustworthy by taking reasonable steps to identify people, conduct and circumstances that could create unacceptable risk to members, staff, the organisation, its assets, confidential information or the wider public.

Our standards are not words on a page. They are standards we expect every person within the organisation to uphold — and standards we are prepared to enforce.

The organisation's approach is founded on the principle that safeguarding and public confidence are more important than convenience or speed.

2. One Organisation — One Standard — Three Platforms

UK Rishta Limited operates one organisational standard of professional practice, integrity, vetting, safeguarding and accountability across UK Rishta, UK Muslim Rishta and VettedMatches.com.

No platform is intended to operate to a lower standard than another. The application of the standard may reflect the particular service and community served, but the underlying expectations of honesty, integrity, safety, fairness, respect and accountability remain the same.

3. Core Ethical Principles

- Fairness: decisions should be fair, consistent and proportionate.
- Openness and transparency: standards should be understandable and, where appropriate and lawful, decisions and actions should be explained.
- Honesty: information, records and representations must be truthful.
- Integrity: people entrusted with responsibility must act in the interests of members and the organisation.
- Respect and diversity: people must be treated with dignity and without unlawful or unjustified discrimination.
- Accountability: nobody is above the Code, including directors, senior personnel and those responsible for vetting or professional standards.
- Courage to challenge: concerns about conduct, decisions or practices should be raised and properly considered.
- Evidence before conclusions: allegations must be distinguished from facts and relevant evidence.
- Confidentiality: sensitive information is accessed, used and disclosed only for legitimate, authorised purposes.
- Continuous learning: mistakes, failures and serious incidents should be examined for lessons and improvement.

We challenge what is wrong, whoever is responsible. Challenge must be fair, respectful, evidence-led and free from retaliation.

4. Member Vetting — Human-Led Assessment

Membership vetting is human-led. Appropriate identity, eligibility, authenticity and safeguarding information is assessed before approval where the applicable membership route requires vetting.

Automated systems may support administration, but they do not replace human safeguarding judgement.

Relevant evidence may include identity documents, profile information, eligibility evidence, criminal-record information where lawfully available and appropriate, and other information that UK Register Limited is lawfully entitled and required to process.

5. Criminal-Record and Offence Assessment

UK Rishta Limited takes criminal-record information seriously because membership is based on trust. At the same time, the organisation recognises that not every historic offence presents the same level of risk. The organisation therefore distinguishes between prohibited offence categories and matters that may be assessed on their individual merits.

A DBS certificate is not represented as universal criminal-record clearance. DBS eligibility rules and applicable data-protection requirements apply.

5.1 Prohibited Offence Categories

Where vetting establishes reliable information falling within the following categories, UK Register Limited will ordinarily refuse membership or clearance and will not treat the matter as an ordinary historic offence suitable for routine merit-based acceptance:

- Domestic abuse and related offending, including domestic abuse, coercive or controlling behaviour and comparable offending.
- Sexual offences involving minors or vulnerable persons, including sexual abuse, exploitation or comparable offending.
- Hate-motivated or discriminatory offending, including criminal conduct motivated by hostility, prejudice, hatred or discrimination.
- Dishonesty and serious fraud, including serious fraud, deliberate financial deception and comparable dishonesty offences.
- Corruption, bribery or abuse of position, including serious corrupt conduct or deliberate misuse of entrusted authority.
- Serious drugs offending, including serious supply, trafficking or comparable drug-related criminality.
- Serious conspiracy or organised criminal conduct, where the nature of the conduct demonstrates a material integrity or public-protection concern.
- Serious tax, VAT or HMRC fraud/deception, including deliberate criminal tax fraud or comparable financial misconduct.
- Serious offending resulting in imprisonment, subject to the organisation's assessment of the available evidence and the specific legal circumstances.
- Serious driving offences involving death or very serious harm, including death by dangerous driving and comparable offending.

The above categories are organisational suitability criteria. They do not purport to reproduce police vetting rules or create any statutory disqualification beyond the organisation's own lawful membership and clearance decisions.

5.2 Merit-Based Assessment of Other Offences

Offences outside the prohibited categories may be considered individually. The existence of an offence does not, by itself, determine the outcome where the matter is capable of lawful and proportionate assessment.

The assessment may consider:

- the nature and seriousness of the offence;
- the circumstances surrounding the offence;
- the person's age at the time;
- the sentence or disposal imposed;
- whether imprisonment occurred;
- the time elapsed since the offence;
- whether the matter was isolated or forms part of a pattern;
- subsequent conduct and any further offending;
- evidence of rehabilitation or changed behaviour;
- the person's honesty and integrity since the event;
- whether the matter was disclosed openly and accurately;
- whether there was any attempt to conceal, falsify or mislead;
- the potential impact on members, vulnerable people, organisational assets and public confidence; and
- any other relevant information that materially affects the risk assessment.

Common sense, professional judgement and the merits of the individual circumstances should prevail, while safeguarding and public confidence remain paramount.

5.3 Motoring Offences

Minor motoring matters will not ordinarily prevent membership where they do not create a material safeguarding, integrity or public-confidence concern.

- Parking charge notices and ordinary parking matters do not ordinarily form part of a criminal suitability exclusion.
- Minor motoring offences are generally not treated as disqualifying.
- A drink-driving offence is not automatically disqualifying solely because it occurred; the circumstances, seriousness, outcome and subsequent conduct may be considered.
- Where a drink-driving or other driving offence involved imprisonment, very serious harm, death, or other exceptional circumstances, it will be treated as serious offending and may result in refusal.
- Death by dangerous driving and comparable serious driving offences will ordinarily result in refusal.

6. Honesty, Disclosure and False or Misleading Information

Applicants are expected to be open and honest throughout vetting. Deliberate concealment, falsification, misleading statements, altered documents or attempts to manipulate the vetting process are serious integrity concerns.

Where information supplied is inconsistent with documentary evidence or other reliable information, the Vetting Team may pause the assessment, request clarification or additional evidence, decline the application, or take other proportionate action.

A person's attempt to conceal an offence or material adverse information may be treated as a separate and significant integrity concern, even where the underlying matter might otherwise have been considered on its merits.

7. Pre-Application Disclosure and Opportunity to Explain

A prospective applicant who believes that their history, conduct or circumstances may affect eligibility is encouraged to contact the Head of Vetting/Professional Standards before submitting an application.

The prospective applicant may explain the circumstances openly and honestly and provide relevant mitigating information they believe should be taken into account.

This is the individual's first opportunity within the process to make full disclosure and place relevant context before the decision-maker.

The Head of Vetting/Professional Standards will consider the information against this Code, the safeguarding requirements, prohibited-offence criteria, integrity standards and the merits and circumstances of the individual case.

8. Vetting Decision Timescale and Finality

UK Rishta Limited aims to provide a final vetting outcome within 28 calendar days of receiving all information and documentation reasonably required to complete the assessment.

Where additional clarification, verification, safeguarding information or other necessary checks are required, the assessment may take longer. Where reasonably practicable, the applicant will be informed that the assessment remains ongoing and the expected timeframe is indicated.

No applicant should ordinarily be left without an outcome or meaningful update for an unreasonable period.

Once the Head of Vetting/Professional Standards has made the final internal vetting determination, that determination is final. UK Register Limited does not operate an internal applicant appeal process against a vetting decision.

This does not purport to remove or restrict any legal rights that may exist independently of the organisation's internal process.

9. Vetting of Everyone Working With or Representing the Organisation

No person should undertake work, provide services, represent or act on behalf of UK Register Limited or its platforms until the level of suitability assessment appropriate to their role has been completed.

- directors and senior management;
- employees and office personnel;
- vetting and professional-standards personnel;
- social-media, marketing and public-facing personnel;
- contractors, consultants, temporary workers and volunteers;
- technical, IT and other third-party service providers; and
- any person given access to premises, systems, member information, confidential records, assets or other sensitive organisational resources.

There is one organisational management-clearance standard. The depth of evidence and additional checks may vary according to role, access and risk, but no person receives a lower standard merely because of their position.

Access and responsibility are conditions of trust.

10. Document Checks and Authenticity

Where applicable and lawfully obtainable, vetting evidence may include:

- passport — for identity and, where relevant, immigration or legal eligibility/status evidence;
- driving licence or provisional driving licence — as government-issued photographic identification;
- DBS certificate — where legally eligible and appropriate, and subject to applicable DBS rules;
- evidence of lawful status or visa/immigration permission where relevant;
- telephone/mobile contact information; and
- other supporting identity, eligibility or suitability evidence reasonably required for the assessment.

The organisation may assess documents for validity, consistency, apparent alteration, falsification, unexplained discrepancies and other indicators that affect confidence in authenticity. Where necessary, further evidence or clarification may be requested.

Sensitive vetting records are restricted to authorised personnel with a legitimate need to know and are handled in accordance with applicable data-protection and security requirements.

11. Social-Media and Online Suitability Checks

Where appropriate to a person's role, publicly available social-media and online information may form part of a suitability and integrity assessment. Checks must be lawful, proportionate and undertaken for legitimate organisational, safeguarding, integrity or reputational purposes.

- serious abusive, threatening or harassing conduct;
- fraud, corruption or deliberate dishonesty indicators;
- misuse of confidential information;
- serious conduct materially relevant to the person's proposed role; or
- material inconsistencies between public information and information supplied during vetting.

12. Protection Against Intimidation, Manipulation and Improper Influence

No applicant, member, employee, contractor, director or other person may intimidate, threaten, pressure, bribe, manipulate or improperly influence a person involved in vetting or professional standards.

Any attempt to interfere with a vetting decision or investigation may itself become a professional-standards matter and may affect suitability, membership, access or continued engagement.

13. Staff, Contractor and Director Professional Standards

Every person working with UK Rishta Limited is expected to uphold the same fundamental standards of professional behaviour, confidentiality, impartiality, honesty, integrity, respect, appropriate boundaries, responsible information handling and compliance with organisational procedures.

Conflicts of interest must be declared and managed. No person may use safeguarding, vetting or member information for personal purposes or obtain an improper benefit from organisational position.

We do not investigate our members to a higher standard than we investigate ourselves.

14. Internal Professional-Standards Investigations

Where a complaint or concern is raised about a staff member, contractor, vetting officer, senior manager or director, UK Rishta Limited will investigate appropriately and proportionately.

- what happened, when and how;
- who was involved and who was affected;
- whether safeguarding was placed at risk;
- whether confidential or personal information was misused or disclosed;
- whether there was dishonesty, corruption, bribery, abuse of position, collusion or a conflict of interest;
- whether procedures, professional standards or legal obligations were breached;
- whether training, supervision, systems or governance failed; and
- what could have prevented recurrence and what lessons should be learned.

15. Professional Standards Independence and Conflicts

The Head of Professional Standards oversees professional-standards matters and may appoint suitable persons to assist with an investigation depending on its seriousness and nature.

Anyone assisting must be suitable, appropriately authorised or engaged, competent for the role, and subject to confidentiality and legitimate-need-to-know controls.

A person must not determine a complaint concerning their own conduct. Where a matter concerns the Head of Professional Standards, a director or another person with a conflict of interest, it should be reassigned or independently overseen where practicable.

16. Serious or Gross Misconduct

Where evidence establishes serious or gross misconduct, UK Register Limited may take severe and proportionate action, including suspension, removal of duties or access, disciplinary action, dismissal or termination of engagement, removal from a leadership or professional-standards role, cross-platform restrictions or other appropriate action.

Examples include serious corruption or bribery, deliberate misuse or disclosure of confidential information, serious fraud, abuse of organisational authority, deliberate falsification of records, unauthorised access to sensitive information, serious safeguarding failures or deliberate attempts to undermine the integrity of the vetting process.

Where conduct may amount to a criminal offence, the organisation may refer the matter to the police or another appropriate authority and cooperate with any resulting investigation or proceedings. UK Register Limited does not claim powers belonging to police, courts, regulators or other statutory authorities.

17. Public Accountability and Public Confidence

UK Rishta Limited believes public confidence is strengthened when serious organisational failures are acknowledged and addressed openly.

Where lawful, appropriate and in the public interest, the organisation may issue a public statement or press release concerning serious professional-standards matters.

Where a serious matter results in dismissal, removal, referral to an authority, charge, prosecution or another significant outcome, the organisation may communicate the outcome and action taken, subject to legal restrictions, privacy, confidentiality, safeguarding and the need not to prejudice ongoing proceedings.

Public accountability may explain, where appropriate, what occurred, what was investigated, what was established, what action was taken, what safeguards were strengthened and what the organisation learned.

We do not conceal serious failures. We investigate them, account for them, learn from them and, where appropriate, tell the public what we have done to put matters right.

18. Anti-Ghosting Standard

UK Rishta Limited treats deliberate and substantiated ghosting as a professional-conduct issue because members are entitled to reasonable and respectful communication and closure where contact has been established.

- The reporting member should make reasonable attempts to re-establish communication and normally allow 7–14 days, depending on the circumstances.
- After reasonable attempts are exhausted, a ghosting report may be submitted.
- The authorised team will attempt to contact the reported member using contact information held by the organisation.
- Where the person is in the UK, and an appropriate address is available, the organisation may send a recorded-delivery letter giving seven days to respond.
- If the seven-day notice expires without a response, and no exceptional circumstance is known, membership may be terminated, and the person may be barred from rejoining any of the three platforms.
- If the person responds, they may explain why communication stopped; guidance or education may be provided where appropriate, and a final warning may be issued where justified.
- A further substantiated report after a final warning may result in immediate termination and permanent cross-platform barring, subject to the established process and applicable law.

The ordinary timescale may be shortened where there is an immediate safeguarding concern, credible evidence of fraud or another circumstance requiring urgent action.

19. Safeguarding and Public Protection

Reports involving threats, coercion, stalking, sexual harm, domestic abuse, intimidation, fraud or immediate safety concerns receive priority. Safeguarding decisions are human-led, evidence-informed and risk-based.

Complainants and witnesses should be protected from unnecessary disclosure. In domestic-abuse or coercive-control situations, staff must consider whether disclosure to the subject could increase risk.

20. Information Security, Privacy and Vetting Records

Sensitive information such as identity documents, driving-licence information, passport information, DBS information, National Insurance information, telephone numbers, safeguarding reports and related records must be subject to restricted access and appropriate security controls.

Information must only be accessed, used, retained or disclosed for legitimate, authorised purposes and in accordance with applicable data-protection law. Criminal-offence data, allegations and safeguarding information must not be treated as ordinary profile information.

The organisation's intended retention arrangements must be documented and implemented consistently with applicable law, including data-minimisation, security, lawful processing and retention requirements.

21. Decisions, Audit and Record Keeping

Significant vetting, safeguarding, professional-standards and disciplinary decisions should be documented sufficiently to demonstrate what was considered, who made the decision, what evidence was relied upon, what action was taken and why.

The organisation should maintain appropriate audit trails so that its own decisions and conduct can be scrutinised.

22. Fairness, Challenge and Learning

The organisation will distinguish allegations from verified facts and will provide an opportunity to respond where appropriate. Challenge is welcomed where it is made honestly, respectfully and in good faith.

A serious incident is not only a matter for disciplinary action. UK Register Limited will consider whether the incident identifies weaknesses in training, supervision, recruitment, vetting, systems, procedures or governance, and will implement improvements where appropriate.

23. Approachability, Diversity and Inclusion

UK Rishta Limited seeks to be approachable to the communities it serves and to people from different backgrounds and circumstances.

Being diverse and inclusive does not mean lowering safeguarding or integrity standards. It means applying the same core standards fairly, respectfully and without unjustified discrimination.

People should be able to raise concerns, ask questions and disclose relevant circumstances without being treated with hostility or prejudice. At the same time, the organisation reserves the right to protect its members

and refuse membership or access where its lawful safeguarding, integrity or suitability requirements are not met.

24. Governance, History and Review

UK Rishta Limited was established in February 2023. The organisation's original vetting and safeguarding principles were developed around UK Rishta and have since been expanded into an organisation-wide framework for UK Rishta, UK Muslim Rishta and VettedMatches.com.

The framework should be reviewed at least annually and following any serious safeguarding or professional-standards incident, significant change to the services, or relevant change in law or regulatory guidance.

The controlled version should identify the approval date, version number and responsible governance owner.

Changes should be recorded so that the organisation can demonstrate how and why its standards have developed.

25. Legal and Regulatory Note

This document is an organisational professional-practice framework and is not legal advice. Specific arrangements concerning membership eligibility, employment, DBS eligibility, criminal-offence data, UK GDPR, the Data Protection Act 2018, equality and non-discrimination, retention, safeguarding, public statements, disciplinary procedures and referrals to authorities should be reviewed with appropriately qualified legal and data-protection advisers before final adoption or material implementation.

Nothing in this Code is intended to remove or restrict rights or obligations that cannot lawfully be excluded.

Public Statement of Commitment

UK Rishta Limited is committed to being approachable, diverse, fair, honest, open, transparent, professional and accountable.

We do not merely publish standards. We enforce them.

The organisation exists to provide a safer, more trustworthy environment for people seeking meaningful relationships, friendship, companionship, or marriage. Our commitment is to protect members, protect our people and assets, safeguard confidential information, challenge wrongdoing, learn from our mistakes and maintain public confidence.

Nobody is above the Code.

