

WELLSPRING SETTLEMENT

Code of Conduct

Breach of Code of Conduct



CODE OF CONDUCT

This Code of Conduct gives staff, users of services, members of the public and volunteers clear information about the behaviour Wellspring Settlement expects from people on its premises.

Everyone must respect:

- The privacy of staff and volunteers and be aware that Wellspring Settlement business should be conducted during working hours at Wellspring Settlement.
- The privacy of visitors or service users when they are using Wellspring Settlement's facilities, in particular, the public spaces where it is not appropriate to discuss personal and private information.

If necessary, this Code of Conduct will be enforced through the Breach of Code of Conduct Procedure for banning others from using the premises (see below).

Wellspring Settlement Board of Trustees (WSBT) expects everyone on Wellspring Settlement premises or on Wellspring Settlement business on or off site, to treat others with respect, and will not tolerate any form of bullying, intimidation, violence, victimisation, or harassment, either verbal or physical.

Wellspring Settlement Board of Trustees welcomes all communities, and the diversity of local people, irrespective of race, ethnic background, national origin, religious observance or belief, gender, gender identity, disability, sexual orientation, pregnancy and maternity or age, and we expect people on our premises to act in accordance with this Code of Conduct.

The following will not be tolerated:

- Racial or sexual harassment,
- Harassment because of disability, age, or other criteria listed above,
- Violence or threats of violence either verbal or physical, including abusive behaviour,
- The use of, or being under the influence of, illegal drugs on our premises
- The use of or being under the influence of alcohol on our premises (other than at licensed events)
- Theft or wilful damage to buildings or property, or personal belongings.

BREACH OF CODE OF CONDUCT

The sanctions in this procedure will not always be to ban a person although if necessary, Wellspring Settlement will take this as the ultimate action.

Suspension

If, on receiving a complaint or if a breach of the Code of Conduct appears to have taken place and it is believed that the complaint or breach is of such a serious nature that it could result in an individual being banned, one of the Service Managers should be contacted as soon as possible. The Service Manager will discuss the incident with the staff member and if they concur the Service Manager will suspend the person, about whom the complaint or breach refers, pending an investigation.

Please note – If the member of staff dealing with the initial incident, in the case of a breach of the Code of Conduct, thinks that there is sufficient, immediate, risk, they should exclude the person about whom the breach refers and then contact the Service Manager.

The Service Manager will prepare a brief initial report for one of the Deputy Chief Executive Officer including the suggested Investigating Manager and the reasons for that selection.

The Service Manager will write to the Complainant and the person being complained about within 7 working days to inform them of the process. This letter should include the proposed timescales and the name of the senior staff member who will be carrying out the investigation.

If the timescales change through the procedure both the complainant and the person being complained about must be informed of the changes and the reasons for the change.

Investigation

The Investigating Manager will interview:

- The person making the complaint
- Any witnesses
- The person or persons being complained about
- Relevant staff members to gauge opinion

The investigating manager will be supported and advised on procedure by the HR and Admin Officer, who will also minute the interviews. These minutes will be kept and included in a summary report.

Action

The investigating Manager will prepare a summary report and recommended action on their findings. The recommendations will be either:

- That the complaint or breach is not substantiated; was brought maliciously and a procedure should be commenced relating to the complainant.
- That the complaint or breach is not substantiated but was not malicious and no action is appropriate.
- That the person should be warned that any repeat of the behaviour will be the subject of immediate sanctions and, in writing, inform them clearly of expected behaviour.
- That the person should be banned from entering Wellspring Settlement premises and for how long the ban should be.

This report will be passed to the Wellspring Settlement Chief Executive Officer.

Banning

Banning will be taken by Wellspring Settlement Board of Trustees as a formal decision, on receipt of the report from Wellspring Settlement CEO detailing the situation, the investigation, and any other issues of relevance.

Where a person is banned by Wellspring Settlement Board of Trustees, they will receive a formal letter stating the reason for the ban and the length of time the ban will be in force. The ban will be effective from the date the letter is received by the person concerned if it is handed in person or the date of posting by recorded delivery.

Return after Banning

When a ban period is spent, it is the responsibility of the person who has been banned to contact Wellspring Settlement; Wellspring Settlement will not contact the banned person to inform them that the ban period is spent.

Once the banned person has contacted Wellspring Settlement, after the ban period is spent, they will be informed in writing of the procedure for their return.

The following always applies:

- They will be interviewed before regaining access to WS and its services. If the interviewer is satisfied that the returning person:
 - Attends the interview
 - Understands the reason for the spent ban;
 - Is likely to adhere to the code of conduct in the future.

The returning person will be allowed use WS, its services and facilities.

The above is subject to a three month trial period.

Appeals

If the person who has been banned is not happy with the action they should appeal, in writing, to the Chair of Wellspring Settlement Board of Trustees.

The Chair of Wellspring Settlement Board of Trustees will write within seven working days to acknowledge receipt of the appeal and to explain the procedure that will follow.

The Chair of Wellspring Settlement Board of Trustees will then set up an Appeal Panel to hear the appeal.

The Panel will be made up of:

- Wellspring Settlement Chief Executive Officer
- Chair of Wellspring Settlement Board of Trustees
- HR Officer (to check procedural accuracy)

The Panel will meet within 10 working days of the appeal being received.

The person who dealt with the original investigation will be asked to give the Panel copies of all records relating to the ban.

If necessary, the Panel will interview any relevant witnesses.

The person who has brought the appeal will receive a report on the hearing and will be informed of any action that will be taken as a result.