

WHAT HAPPENS WHEN OUR CODE OF CONDUCT IS BREACHED?

1. If a member of staff or another service user thinks that our Code of Conduct has been breached, the Operations Director will be informed and then will make contact with the person who has alleged to have breached the code as soon as possible.
2. The Operations Director will investigate the incident in more detail. This will involve talking to any witnesses to the incident. The Operations Director will also contact the person who is alleged to have breached the code to get their version of events. This may be by phone, and they will also be given the opportunity to come in and meet, unless the incident has been one of physical violence or its threat.
3. Having investigated the incident, the Operations Director will contact the person again to inform them of his/her findings, and any sanctions which will be taken against them if they are found to have breached the code. This contact will normally be within ten working days of the original incident.

Sanctions taken would depend on the severity of the breach. Sanctions may include:-

- A removal of resource area privileges
 - A ban on hiring or using our meeting spaces
 - A ban on entering our premises or attending our events (time limited)
 - A ban on entering our premises or attending our events (permanent).
4. If the person sanctioned wishes to appeal the Operations Director's decision, he/she should do so by emailing the CEO (jake@hcv.org.uk) or on 020 7923 1962. Any appeal should be lodged within ten working days of the Operations Director having informed them.
 5. The CEO will communicate his/her decision to the person sanctioned within ten working days of their appeal. The decision of the CEO will be final and be communicated across the organisation.