

Incident Report Form



Organisation / Event attended:

Event being run by?

Date and Time of Incident

Person in charge at the time: - Name

.....

Contact No.

.....

Email address:

.....

Person involved in incident: - Name:

.....

Address:

.....

Contact No.

.....

Email address:

.....

Nature of incident: (Please give a full description).....

.....

.....

Room / Location of incident: -

Person advised of incident (Name and Contact No.)-

.....

Name and Contact Numbers of any Witnesses to the incident:

Name:

Phone No..... Email.....

Name:

Phone No. Email:

COMPLAINTS PROCEDURE

This information is for the volunteers, workers, parents, adults with parental responsibility or members of the community. It is designed to deal with those issues which are not related to child protection. It is the aim of the Charleville Centre to maintain happy and harmonious relationships with all who are associated with it and ensure that experiences provided are positive. It is extremely important that everyone feels their views and opinions are valued.

It is also recognised that, on occasion, concerns may arise which require looking into and a response. It is expected that most of these will be dealt with quickly and effectively by the leader of an organisation. However, a complaint may arise that requires more formal consideration and response. The following is an appropriate procedure for dealing with complaints fairly and in the best interests of everyone involved. It is designed to resolve any matter as quickly and simply as possible.

Be assured that all complaints will be looked into in strictest confidence.

Making a complaint

The leader in charge of the organisation concerned is the first point of contact and you should first raise the concern orally. The leader will endeavour to answer the concern immediately.

If you feel that you do not want to discuss the matter with the leader, if he/she cannot answer your concern or if your query is more serious, a formal written complaint should be submitted to the Administrator of the Charleville Centre who will bring it to the Panel of three people appointed by the Management Committee of the Charleville Centre for this purpose. They will arrange to hear the complaint as soon as possible and their decision will be conveyed to you not later than ten working days from the date the grievance was heard. If you are unhappy with the outcome of the hearing, you may appeal to the Rector of Tullamore Union of Parishes, whose decision will be final. You may be accompanied by a friend at this appeal hearing. Please be assured that all complaints will be looked into in the strictest confidence and that a response will be offered within the agreed time frames.

If the nature of your complaint suggests that a child may be at risk of 'significant harm', then a report will be made to the statutory authorities. It should be noted that the Charleville Centre must follow the guidance of the statutory authority. Also, as the welfare of the child is paramount, the statutory authorities cannot give an undertaking that any information you provide will remain confidential. The official policy is that those receiving such information should 'only disclose it where the welfare of the child requires it and then only to those with a legitimate need to know'.

In the event that the complaint concerns matters relating to theology, doctrine or any aspect of religious teachings, then it should be raised primarily with the Rector of the Tullamore Union of Parishes. Should the complainant feel unhappy with the response, then they are free to raise the matter with the Select Vestry and again if they are unsatisfied with the response, they may raise the matter with the Bishop of Meath and Kildare.

If the complaint relates to Charleville National School, then the complaint should be raised with the Principal of the School. Should the complainant feel unhappy with the response, then they are free to raise the matter with the Board of Management of Charleville National School.

In the event that the complaint is made by a worker contracted through TÚS, the Community Employment Scheme or any other agency or employer, then the appeal will be to that agency or employer if the item giving rise to the complaint arose as a result of the employment.

The Charleville Centre undertakes to acknowledge any formal complaints within five working days. It is our aim to resolve all complaints within four weeks but this may take longer depending on the nature of the complaint. In any event you will be kept informed of progress. Please understand that most leaders and members of the Management Committee of the Charleville Centre and Panel are volunteers and that it may take a while for them to reply in detail.

Prevention of Bullying and Harassment Policy

1. Our Policy

In keeping with the Dignity in Church Life Charter, the Charleville Centre as part of the Church of Ireland is committed to promoting and implementing measures to protect the dignity of all and to encourage respect for others. This policy has been developed to ensure the activities of the Charleville Centre take place in a non-threatening environment that is free from bullying, harassment and disrespectful behaviour. Everyone has a right to be treated with dignity and respect, while equally all members of the Charleville Centre have a responsibility to maintain an environment free from bullying and harassment. The Charleville Centre will not tolerate bullying or harassment irrespective of a given reason. Any user of the Charleville Centre who experiences bullying or harassment while participating in Centre life will be supported in bringing such unwanted behaviour to a close. It is also the aim of this policy to ensure that where allegations of bullying or harassment may arise, they are dealt with promptly, sensitively and fairly.

2. Who has responsibility for this policy?

All who participate in the life of the Charleville Centre have a duty and a responsibility to uphold the principles of this policy.

3. Who is protected by this policy?

It is recognised that, as in any organisation, inappropriate behaviour may occur at any level. This policy applies to all who work, volunteer or attend events in the Charleville Centre. This policy should only be used where there is no Contract of Employment or other Contract governing the relationship between the person making the allegation and the person against whom it has been made. If such a Contract exists, the procedures provided for in that Contract shall apply. In circumstances where there is no prevention of bullying and harassment procedure associated with the Contract, then the prevention of bullying and harassment procedure as outlined in this policy may be adopted, subject to the agreement of all parties to that Contract.

4. What is 'Bullying' and 'Harassment'?

Bullying - For the purposes of this policy, bullying is defined as repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise. It may be conducted by one or more persons against another or others and is behaviour which could reasonably be regarded as undermining the individual's right to dignity. An isolated incident of the behaviour described in this definition may be an affront to dignity but as a once-off incident is not considered to be bullying. The carrying out of managerial or supervisory duties within the context of life in the Charleville Centre would not normally be regarded as bullying or harassment. Examples of bullying in the real or virtual world include:

- repeated personal insults or name calling
- constant humiliation or belittling a person, often in front of others
- showing hostility through sustained unfriendly contact or exclusion
- aggressive bodily posture or intimidatory physical behaviour
- repeated verbal abuse.

Harassment - For the purposes of this policy, harassment is defined as any form of unwanted conduct related to any of the discriminatory grounds listed here which can reasonably be regarded as having the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

The discriminatory grounds are: age, disability, religious belief (including theology or churchman-ship), nationality, family status, gender, sexual orientation, race or membership of the traveller community. The harassment may be persistent or an isolated incident.

Sexual Harassment is defined as any form of unwanted verbal, non-verbal or physical conduct of a sexual nature which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person. It is the unwanted nature of sexual harassment which distinguishes it from behaviour that is welcome and reciprocal. Sexual harassment can take the form of requests for sexual favours or suggestive remarks, physical touching/gesturing of a sexual nature or indecent exposure. A single incident may constitute sexual harassment.

5. Prevention

Bullying or harassing behaviour can have a devastating impact on both individuals and/or groups where it occurs. As a consequence of the impact of these behaviours on the individual and the wider community it is necessary to take steps to prevent such behaviours, for example: reinforcing positive behaviours consistent with Gospel values as outlined in the Dignity in Church Life Charter; raising awareness of the types of behaviours which constitute bullying and harassment; handling conflict effectively when it arises; providing training and education for those involved in managing this policy; ensuring adequate follow up and aiming for reconciliation between the parties if at all possible where issues have arisen.

6. Dealing with allegations of Bullying and Harassment - Our Procedure

All allegations of bullying and harassment will be dealt with sensitively by the Charleville Centre and as promptly as possible. Allegations should be raised within six months of the alleged offensive behaviour taking place. Allegations of bullying and harassment should, in most cases, be dealt with at parish level. There may be occasions where it is more appropriate to deal with the allegation at diocesan level.

The principle applies that the persons/group dealing with the accusation should not be connected with either of the parties to the allegation and therefore should have no direct involvement with the issues giving rise to the complaint. Fair procedures will be observed at all stages in the process with due respect for the rights of all parties. All parties involved in the process must respect its confidentiality.

Raising a concern about bullying or harassment - If you have a concern that you are being bullied or harassed you have the option of approaching the Rector, the Charleville Centre Administrator or a member of the Management Committee of the Charleville Centre. They will provide you with advice on a confidential basis about the procedures for raising your concern.

Mediation - is the preferred method for resolving incidents of bullying or harassment. Mediation is aimed at resolving the matter promptly, confidentially and without recourse to formal investigation. The process can lessen feelings of conflict and stress and it can help to maintain the relationship between two people or groups. Mediation can be attempted at any point in the procedure to deal with allegations of bullying or harassment.

The informal process – The Charleville Centre Management Committee will endeavour to deal with complaints informally at first, and recommend the “no blame” approach. It is preferable that incidents of bullying and harassment are dealt with informally and as locally as possible as this is more likely to resolve issues expeditiously and be more effective in terms of preserving relationships.

Informal resolution of issues can be dealt with in a number of ways including: the person who believes that he or she is the subject of bullying or harassment may bring the behaviour complained of directly to the alleged perpetrator's attention and request them to stop the offensive behaviour; he/she may ask those responsible for handling the issue to approach the alleged perpetrator on his or her behalf; those handling the issue may also facilitate supportive, non-confrontational meetings between the parties to resolve the matter. Any agreed course of action arising from an informal resolution will be clearly set out to ensure appropriate follow up and that the matter has been satisfactorily resolved for all parties.

The formal process - The formal procedure should be used if efforts to resolve the issue through the informal procedure have not resolved the matter or if the person making the allegation chooses to use it in preference to the informal procedure. Formal allegations should be in writing giving precise details of the alleged issue. A formal investigation procedure will then be carried out by the Members of the Charleville Centre Management Committee. Further action or outcomes will be decided on the basis of the investigation report, to include such sanctions as may be deemed appropriate.

If either party is unhappy with the outcome, either party may appeal the decision by setting out the grounds of their appeal in writing to the Select Vestry of the Tullamore Union of Parishes within twenty days of the decision being communicated to them.

7. Malicious Complaints

The Charleville Centre recognises that false accusations can have serious effects on the individual against whom they are made. Where it is established that an individual has made a malicious allegation or has made an allegation with the intention of damaging someone's reputation then, following investigation, this may result in appropriate action being taken.

8. Support & Reconciliation

The Charleville Centre is committed to providing an appropriate level of care and support for those involved in an allegation of bullying or harassment. The person subjected to the inappropriate behaviour may require support, while the perpetrator may also need support with an emphasis on resolution rather than blame. There will also be ongoing monitoring of any recommended outcomes arising from the procedures.

This policy will be subject to review on a regular basis.

THE SAFETY, HEALTH & WELFARE POLICY STATEMENT OF THE CHARLEVILLE CENTRE, CHURCH AVENUE, TULLAMORE, CO OFFALY

The Management Committee of The Charleville Centre, Church Avenue, Tullamore considers health and safety at work to be of fundamental importance and believe that health and safety should be considered an integral part of our management process. It is our policy to take into account in all our activities the requirements of the Safety, Health and Welfare at Work Act 2005 and other legislative regulations as they apply to our activities.

Our **Safety, Health & Welfare Policy Statement** applies to all users of the Centre, those who we define as the Management Committee, members of the Tullamore Union of Parishes, the individuals working in the Centre under the TÚS programme, the individuals and organisations who rent our facility for events, the people who attend events, the parents who bring their children to and from events and contractors who maintain our Centre or perform construction work or any other individuals. All users of the Charleville Centre are expected to take reasonable care to avoid injury to themselves and to others by their activities.

In particular, it is the policy of the Charleville Centre Management Committee to:

- Ensure, so far as it is reasonably practicable, the health, safety and welfare of all users of our Centre, and any other persons affected by our actions;

- Provide and maintain a safe working environment which has adequate facilities and arrangements for the health, safety and welfare of all users of our Centre;
- Ensure such health, safety and welfare training, information, instruction and supervision is provided as may be necessary for personnel at all levels;
- Ensure all staff are provided with personal protection suitable for the task to which they are assigned;
- Ensure all equipment is maintained in good working condition and is used correctly;
- Provide First Aid equipment and signs indicating the location of the defibrillator;
- Be alert to possible hazards including obstructions to the means of entrance and exit (including emergency exits) in the Centre;
- Promote personal responsibility and efforts by all Centre users to minimise health and safety hazards to themselves and other users who may be affected by their acts or omissions;
- Maintain a Safety Statement as required by law;
- To continually monitor and update our Safety Statement particularly when changes in the scale and nature of our operations occur. The policy will be updated at least every 12 months;
- Bring the Safety Statement to the attention of all users of the Centre as required by law, in a form and manner that is reasonably likely to be understood;
- Place a copy of the Safety Statement in an appropriate location in the Centre.

The Management Committee of the Charleville Centre asks for co-operation and support in observing this Policy.

GRIEVANCE PROCEDURE

If you have any grievance which you consider to be genuine in respect of any aspect of your employment as a paid or volunteer worker, you have a right to a hearing by your immediate supervisor in the first instance. In the event that your grievance concerns your immediate supervisor, the grievance should be taken to the Chairman of the Management Committee. Failing satisfactory resolution of the grievance within a period of ten working days, you may then raise the matter with a Panel of three people appointed by the Management Committee of the Charleville Centre who will arrange to hear the grievance as soon as possible and whose decision will be conveyed to you not later than ten working days from the date the grievance was heard. If you are unhappy with the outcome of the hearing, you may appeal to the Rector or Tullamore Union of Parishes, whose decision will be final. You may be accompanied by a friend at this appeal hearing.

In the event that the grievance concerns another employee, the Panel may request that the grievance be made in writing in order that the person whom the grievance concerns may have an opportunity fully and fairly to answer any such grievance.

In the event that the grievance is made by a worker contracted through TÚS, the Community Employment Scheme or any other agency or employer, then the appeal will be to that agency or employer if the item giving rise to the grievance arose as a result of employment.

In the event that the grievance concerns matters relating to theology, doctrine or any aspect of religious teachings, then it should be raised primarily with the Rector of the Union of Parishes. Should the supplicant feel unhappy with the response, then they are free to raise the matter with the Select Vestry and again if they are unsatisfied with the response, they may raise the matter with the Bishop of Meath and Kildare.

If the grievance relates to Charleville National School, then it should be raised with the Principal of the School. Should the supplicant feel unhappy with the response, then they are free to raise the matter with the Board of Management of Charleville National School.

The Charleville Centre undertakes to acknowledge any formal complaint within five working days. It is our aim to resolve all complaints that lie within the competence of the panel within four weeks but this may take longer depending on the nature of the complaint. In any event you will be kept informed of progress. Please understand that all leaders are volunteers and that it may take a while for them to reply in detail.

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