

# Complaints Procedure

to be implemented by staff/volunteer support workers, to members that break the Centre ground rules.

## Ways in which the Centre grounds rules may be breached and actions have to be taken,

### Breach of Confidentiality

If a member of staff/support worker believes that a breach has occurred, they are within their rights to speak to the person in question about their behaviour, if it is not deemed appropriate.

### Gifts and Money lending/borrowing

**Note:** Most of us who use the Centre are on low incomes or Benefits .... We come here partly to escape the pressure caused by not having much money. **PLEASE** respect this at **ALL** times.

Members should neither lend to, nor borrow from, other Services Users or Workers/volunteers within the Centre.

### Threatening Behaviour

Threats of violence – verbal or otherwise.  
Intimidating behaviour – not belittling

### Offensive Behaviour

Any playful behaviour that goes too far.  
Seriously offensive bad language.  
Crudeness that offends under Equal Opportunities.  
Carrying weapons.  
No self-injury on premises – any self-inflicted injury must be attended to prior to coming in.  
Any form of pornography is not allowed on either TV, video, DVD, mobile phone, or via the computer.

### Alcohol

No consumption of alcohol on the premises.  
If under the influence the person must not be disruptive or offensive.

### Abusive Behaviour

No violent behaviour to people or property.  
No disruptive verbal abuse.  
No verbal abuse towards staff/volunteers support workers & other members

### Illegal Substances

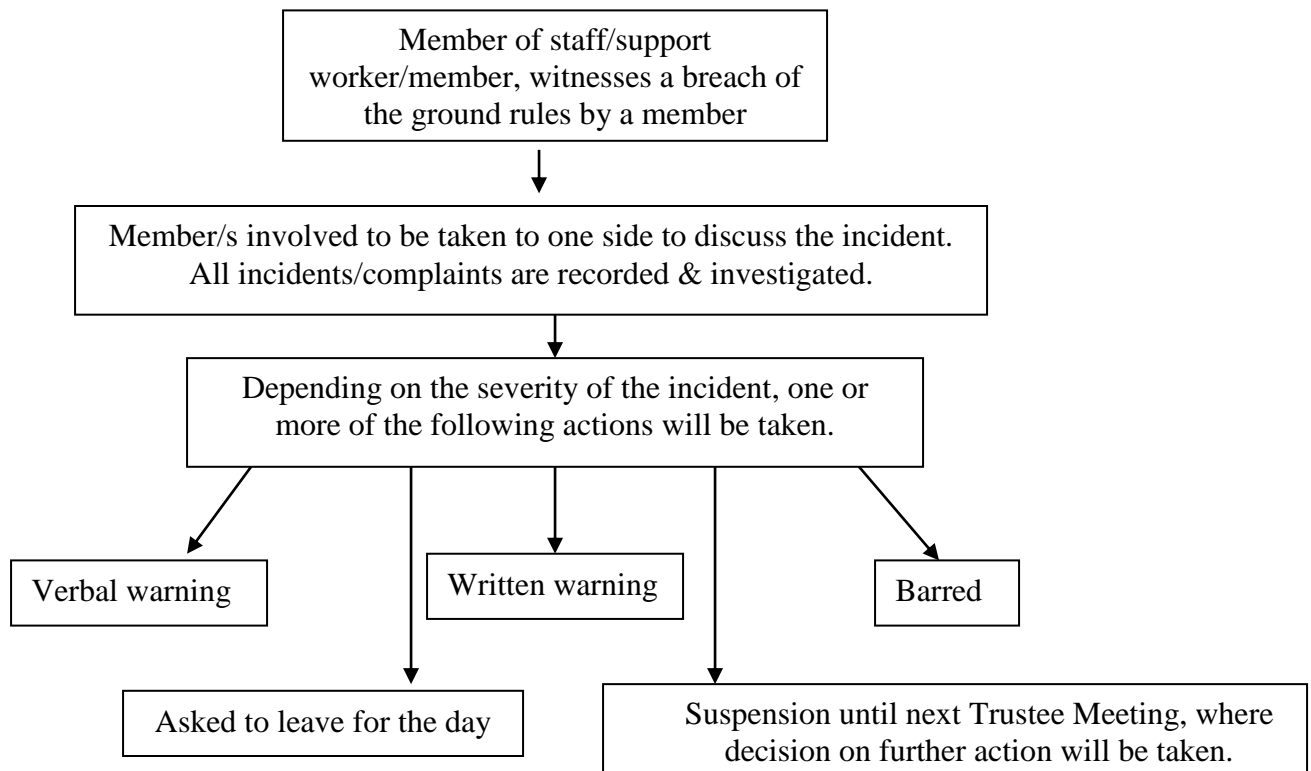
**NO** illegal drugs on premises.

### Prescription Medication

**NO** selling or giving other members prescription drugs on the premises.

All of the above ground rules were decided by the members of Ponthafren Association.

**Breaching any of the Centre Ground Rules above, will result in action by a member of staff or support worker on duty, the procedure will be as follows.**



If a decision is made that the member involved does not agree with, the Centre complaints procedure explains the process they have to follow to make a complaint/appeal.