

CANOLFAN CEIRIOG CENTRE CYF

Company Registration Number: 4984871

Charity Registration Number: 1103898

New Road, Glyn Ceiriog, Llangollen, LL20 7HE

Telephone: 01691 718200

Email: admin@canolfanceiriog.org

Bullying and Harassment Policy

1. Policy Statement

Canolfan Ceiriog CYF is committed to providing a working and community environment free from bullying and harassment. All individuals have the right to be treated with dignity and respect.

2. Purpose

This policy outlines our approach to preventing and addressing all forms of bullying and harassment, whether involving staff, volunteers, trustees, hirers, or visitors.

3. Scope

This policy applies to everyone involved in the organisation including employees, volunteers, trustees, users, hirers, and members of the public interacting with the organisation.

4. Definitions

- Bullying: Offensive, intimidating, malicious or insulting behaviour, abuse of power through means intended to undermine, humiliate, or injure the recipient.
- Harassment: Unwanted conduct related to a protected characteristic (as defined in the Equality Act 2010), which has the purpose or effect of violating a person's dignity or creating a hostile environment.

5. Examples of Unacceptable Behaviour

- Spreading malicious rumours.
- Ridiculing or demeaning someone.
- Exclusion or victimisation.
- Unwelcome sexual advances or comments.
- Offensive jokes or name-calling.

6. Responsibilities

- Trustees: Ensure a safe and respectful culture and take action if this policy is breached.
- Staff and Volunteers: Treat others with respect and report any concerns.
- All Users: Are expected to behave respectfully and responsibly.

7. Reporting Bullying or Harassment

Anyone who feels they are being bullied or harassed should:

1. If safe to do so, make it clear to the person that the behaviour is unwelcome.
2. Report the incident to the Centre Manager or a Trustee as soon as possible.
3. Record dates, times, witnesses, and the nature of the behaviour.

8. Procedure for Handling Complaints

All complaints will be taken seriously and handled promptly, sensitively, and confidentially.

- An initial informal discussion may resolve the issue.
- If unresolved, a formal written complaint should be submitted.
- An impartial investigation will be conducted.
- Outcomes may include mediation, disciplinary action, or training.

9. Support

Support will be offered to anyone affected by bullying or harassment. This may include access to counselling or external agencies.

10. Malicious Complaints

False or malicious allegations will be treated as a serious disciplinary offence.

11. Policy Review

This policy will be reviewed annually or after any serious incident.

This policy is fully endorsed by the Canolfan Ceiriog Centre Trustees

Trevor Bates (Chair)

June 2025