



MCT Respect Policy

The Mirfield Community Trust expects a high level of good conduct from user groups and volunteers of the Community Centre.

Everyone deserves respect and to be able to enjoy the peace, friendship and facilities of the centre without disturbance. Users of the centre are required to refrain from offensive behaviour and language, to respect other users of the centre and to avoid damage to the building or to the property of others.

1. Expected Behaviour:

- 1.1 People must be treated with dignity and respect regardless of race, nationality, religion or lack of, gender, sexual orientation, disability or age.
- 1.2 Centre users must not display or distribute posters, leaflets or other forms of information that fail to treat all people with respect regardless of race, nationality, religion or lack of, gender, sexual orientation, disability or age, or which would be likely to cause offence.
- 1.3 At all times people's feelings must be valued and respected. Language or humour that people find offensive must not be used e.g. racist jokes, or comments or jokes that are derogatory to someone with a disability.
- 1.4 Any incidents of harassment, abuse or intimidation, no matter what the reason, will be treated seriously.
- 1.5 Use of the kitchen facilities may, at times, be by several groups at the same time. No one group can claim use of the kitchen for themselves.
- 1.6 Each person using the kitchen must treat other users with respect and patience.

- 1.7 It must not be expected by users, that other groups will, either put things out for them, or clear them away.
- 1.8 When using the kitchen each group must wash, dry and clear away any items used by themselves.
- 1.9 There may, at times, be a wait while one group is clearing away, before another can use a room, or the kitchen. Individuals are expected to show patience and consideration. Any intimidation or force, will not be tolerated by the Centre and must be reported to the group leaders and/or the Committee.

2. Conflict Resolution.

Group leaders are expected to resolve any disputes between individuals in their groups, or with other groups. If a matter cannot be resolved by way of an acceptable apology and an undertaking that the offence will not be repeated, the following action will be taken:

- 2.1 The alleged incident must be reported to a member of the Committee. The incident will then be investigated by the Committee.
- 2.2 If the incident can not be resolved to the satisfaction of the Committee members then the alleged offender will be asked to leave the centre, and not to return as part of that user group.
- 2.3 If the behaviour is repeated by other members of the same group and cannot be rectified by the group leader, then, if it so decides, the Committee has the authority to cancel that groups contract with the Centre.
- 2.4 If it is unclear which person or group is at fault, then the Committee has the final decision.
- 2.5 In a case of a conflict involving a volunteer at the centre, disciplinary action will be taken in accordance with the Centre Disciplinary Procedure.
- 2.6 Any incidents of violence and/or criminal behaviour must be reported to the Committee, and will be reported to the police.