

EASY READ
centre

INVESTIGATIONS INTO
MINOR ISSUES

Date these procedures came into effect: 21/05/2021

Date these procedures must be updated by: 01/01/2022

Written by: Torrin Wilkins.



Here we set out our procedure for minor issues.



It applies to all members of Centre. Members of the public can also use it to raise a minor issue.

Centre

Words like "us", "we", and "our" all mean Centre. This document only applies if we have your information.

Whilst we have tried to include as much information in this guide as possible, you may need to look at our longer length version for all the information about our minor issues procedure.

People mentioned in the procedure:

Our Complaints Team:



George James:

The Head of Complaints is George James who you can reach at

headofcentrecomplaints@gmail.com

Vacant

Vacant:

The Deputy Head of Complaints is vacant.

Complaints Committee:

Louise Jenifer



Louise is Chair for Centre in the South East. She is a history student, who in her spare time enjoys reading up on political philosophy and theory. She is also the Policy Officer for Dartford Labour and supports the Labour Leave campaign.

Adam McCartan:



Adam is Chair for Centre in Northern Ireland. He is an International Relations and History student at Aberystwyth University and originally came from Northern Ireland.

Ashley Routh:



Ash is our Health spokesperson, and a former councillor. Ash is an active member of the Green Party, and is currently studying Speech and Language Therapy at Sheffield University, and is particularly focused on trans healthcare provision.

Pastoral care officer:

Jasneet Samrai:



Jasneet is the Equalities Spokesperson and the Pastoral Care Officer for Centre. They have also worked as a campaign organiser, helping to elect 3 MEP's.

What is a minor issue?



A minor issue is something that doesn't break our safeguarding rules or code of conduct but concerns you.

Who to raise a minor issue with:



You can raise a minor issue with either our Head of Complaints, George James, or our Deputy Head of Complaints, Billy Boulton. They are both independent of Centre.

How to raise a minor issue:



Raise a minor issue using the “complaints and safeguarding” page on our website. You can then include details of your issue in the form.

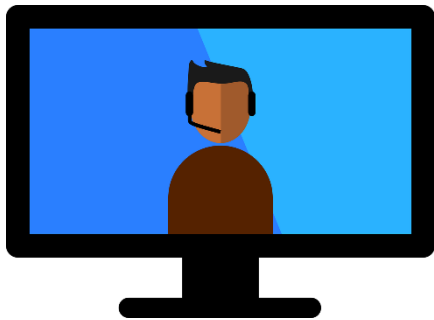
You should then only talk to us about your minor issue with the member of our complaints team dealing with it.



You can raise a minor issue alongside other people if you both mention each other when raising a minor issue.



You will then receive an email to tell you we have received your report. If you don't receive anything within a few days, send our Head or Deputy Head of Complaints to check if they have your minor issue report.



Your minor issue will be given a random number. This number along with the basic nature of your minor issue, for instance bullying, will be sent to our Director. At the end the Director will be informed if any action needs to be taken by them.



If the Head or Deputy Head of Complaints leaves within this process the next person to hold that position will take over investigating the case. Once they are in the position, they will then have three months in which to investigate the case.



If you lose your email address during this process, then you should contact the Head of Complaints with your minor issue report number to change future emails to that address with your case number.

Anonymity:



You should not mention the person you made a minor issue about publicly after submitting your report.

However, you can discuss what happened if you don't include details that mean other people know who they are. This lasts for three months after submitting a case to us unless the person the minor issue is raised for someone who has left Centre or if the police are contacted in which case it lasts up until their investigations has concluded. This does not stop you from discussing details with the police, social services or councillors for issues such as mental health.



Where this information goes:

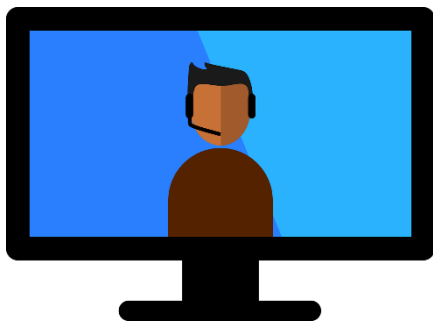
Once we receive your minor issue, we will act on it as soon as possible. The only person who will see your full minor issue is the person you originally sent it to, either the Head or Deputy Head of Complaints. We will then make it so no one else looking at the minor issue knows who you are. The only case where information will be shared is if it needs to be shared with the authorities, the police or anonymous information with our complaints committee. We may make anonymous records of your minor issue after it is completed.



Dealing with minor issues:

The person you have submitted your minor issue to will let you know we have received your minor issue within three days. Your full minor issue should be completed within three months apart from appeals. They should also keep you up to date with your minor issue.

Pastoral support:



Regardless of whether you are a member of Centre, you can always receive pastoral support from Centre. This may be necessary if the person is under 18 or a vulnerable adult. This can include when submitting a minor issue, throughout the process and after the process is complete if requested.



Initially responding to the minor issue:

The first step for the minor issue will be to acknowledge they have the minor issue within three days and for the Head or Deputy Head of Complaints who received the minor issue to get the membership list from the Director, the Deputy Director, or the Membership Officer. They will then email the person the minor issue is about to let them know the minor issue was raised.

Anonymising the minor issue:

Anonymising the minor issue will involve any details that may be used to identify the person such as their name, gender and age being anonymised so any details that go before the Complaints Committee will be purely about the case itself. To do this, each case will be assigned a number using Excel and the people within the case will only be referred to as person A, person B, person C and so on. The random number will be used for every email sent by the Head or Deputy Head of Complaints during the process.



Minor issues by or about former members:

If the person raising the minor issue, or the person the minor issue is about, leaves Centre then the minor issue will still go through the system. This is to ensure we do not allow people into Centre that could harm our members and members who have broken the rules are not allowed to remain within Centre.

However, this means there will be no emails sent during the minor issues process to former members if the minor issue is raised about them.

Investigating the minor issue:

The Head or Deputy Head Complaints then compiles any evidence on the minor issue. This includes a description of the minor issue. any evidence supporting the minor issue and statements from any witnesses.

It can also involve emailing questions to the person who filed the report and those involved in any potential issue.

Both at the start and the end of an investigation, both the person the minor issue was raised about and the person who submitted the minor issue will be told by email.

Clear breaches:

When there is a clear minor issue, the issue can either be tuned into a complaint or appropriate measures can be put in place.



Possible breaches:

If its unclear as to whether there is a clear minor issue, the minor issue will go to our Complaints Committee.

This allows the person the minor issue has been raised about to appear in front of the committee along with the person who raised the minor issue, who can write down what happened anonymously which will be...

...alongside any evidence gathered by the Head or Deputy Head of Complaints. Appearances are held remotely unless a physical meeting is needed, and meetings will be recorded. There will then be a secret vote which will look at whether there is a minor issue and any repercussions that need to be put in place. It can also be moved over to the complaints system based on a balance of probabilities (whether it is more than likely the minor issue is true). They also consider any previous complaints in the past four years to make their decision.



Once an outcome has been decided:

The Head or Deputy Head of Complaints will email both the person the minor issue is about and the person who raised the minor issue to let them know of the outcome and any next steps. This could involve the issue being moved to the complaints procedure.

Breaches of the law:

When a breach of the law is believed to be involved, then the issue will be reported to the police by the Head of Complaints. If this happens Centre will wait until the police investigation has been completed. If this takes more than 6 months, then we will follow up with the police to check when an internal investigation can take place.

Appeals:

If either the person who raised the minor issue or the person who the issue was raised about is unhappy with the outcome of the case, then an appeal can be made. This would go to the Complaints Committee and decisions can only be appealed once or, under exceptional circumstances, where new evidence has been found.



Learning lessons from minor issues:

To learn the lessons from any minor issues or near misses we will keep anonymous records of minor issues. This involve storing the information on a password protected Excel document that only the Head or Deputy Head of Complaints can access. The records will be kept for four years and, after that, date, this will be deleted.