

POLDRATE ARTS AND CRAFTS CENTRE

Behaviours Charter & Complaints Procedure



Introduction

This charter and procedure is for everyone involved in the Poldrate Arts and Crafts Centre (PACC). This includes tutors, members, people we employ (for example cleaners), other groups who use the buildings and people working for the Lamp of Lothian Trust.

It sets out our Behaviours Charter, and what we will do if this charter is not followed by someone involved in the PACC. It also explains how to raise an issue, problem or complaint, and what we will do as a result of this.

Our Behaviours Charter

The PACC's purpose is to promote and encourage the study, practice and knowledge of the visual arts and crafts in East Lothian. We do this by offering a variety of classes for all abilities. The buildings we use are owned and managed by the Lamp of Lothian Trust, and are also used by other groups. It is important to us that everyone who is involved in the PACC, whatever their role, feels safe and comfortable. We are, therefore, setting out the behaviours we must all follow to make sure this is the case:

Fairness: we will treat everyone equally and fairly.

Respect for others: we will treat other people as we would like to be treated ourselves, with respect.

Openness: we will be open, honest and clear when we communicate with each other, and encourage people to raise issues if they arise.

Positivity: we recognise the benefits of creativity to everyone and aim to have a culture of positivity in everything we do.

What will happen if someone doesn't follow the Behaviours Charter

We believe that everyone has the right to be treated fairly, openly and with respect and we want to ensure that the PACC offers a positive learning environment. To make sure this is always the case, we have a Behaviours Charter.

We understand that people can sometimes act out of character in times of trouble or distress, and that this can affect how they behave and how they treat others. It is, however, important that we all work hard to look after the wellbeing of everyone involved in the PACC. This is why if someone tells us that a person has not followed the Behaviours Charter, we will always look into what has happened and decide whether we need to take action.

If you experience behaviours which do not follow the Behaviours Charter, please make the PACC committee aware of them straight away by emailing info@thepacc.org.uk. The Committee will talk to everyone involved, and will decide what to do next. If the person who is not following our Behaviours Charter is a member of the Committee, then they will not be involved in the decision we make. Depending on the severity and frequency of the behaviours, the Committee may take one or more of the following actions:

Request that behaviours are changed: we will contact those who are not following our Behaviours Charter to ask that they change their behaviour in future to follow the Charter. If appropriate, we may also ask the person to take action to resolve any issues, such as apologising for their behaviour to those who it affected.

Temporarily Suspend Membership of PACC: as set out in our Constitution, we can do this in certain circumstances. For example, we may suspend membership for the remainder of a term or the current year. This will mean that a person cannot attend classes during this period. No refund will be offered in these circumstances.

Permanently Suspend Membership of PACC: in extreme cases, membership may be suspended indefinitely. As above, no refund will be offered.

For those who are not PACC members: we will raise issues through the complaints, unacceptable actions or equivalent procedure of their organisation or body, or will consider whether to terminate their employment where this is an option available to us.

We hope that instances where we feel it is necessary to take these actions will be extremely rare. Any decisions will always be taken in an open and transparent way with those who were involved, and explaining our reasons for the decisions we take.

How to raise an issue, problem or complaint

Sometimes things don't work out how we expect, or something happens that we're not happy about. We will always do our best to work constructively together to resolve any issues that arise in line with our behaviours charter.

Students: should raise any issues with their tutor or self-help group co-ordinator in the first instance. If the issue cannot be resolved by them, they will contact the Committee. If you are not able to raise an issue with your tutor, then please contact the Committee directly.

Others involved with the PACC: should raise issues with the Committee directly.

The Committee will discuss what has happened with everyone involved and decide what to do next. If possible we will resolve the issue or complaint. If this is not possible, we will decide what we can do. We will make sure that we tell the people involved what we are doing and why.

Your information

Any information we gather when we are looking into behaviours or complaints will be held securely and confidentially, and only shared within the committee and with the parties involved.

The Committee can be contacted by emailing

info@thepacc.org.uk