

## SCC Reporting Routes for Breaches of Safer Spaces Policy

*Last updated December 2023*

### **No concern is too small**

If you are unsure as to whether a concern constitutes a breach of the Safer Spaces Policy, please get in touch at any time during or after the incident. A member of the Committee is always more than happy to have an informal chat to talk through any issues, answer any questions, or escalate an incident if necessary.

It is important that any concerns are raised with the Committee as quickly as possible. This can be done face-to-face, via email, or over the phone. If you have witnessed an incident first hand, you may be asked to write what happened in a report form so we can document the details. If you are not able to do this, don't worry: we can help do this for you. The Committee will make sure that all discussions and actions are documented where necessary.

### **Guidelines to follow**

#### **Level 1**

You feel like you can deal with the breach yourself. You feel able to explain that a behaviour is unacceptable to you.

#### **Level 2**

You don't want to deal with the breach yourself, or you tried Level 1 and got a difficult response or the behaviour continues. Contact a Committee member to discuss the issue and resolution options.

#### **Level 3**

A more serious, unacceptable, or continual breach of the Safer Spaces Policy. This needs to be reported immediately to a Committee member.

#### **Level 4**

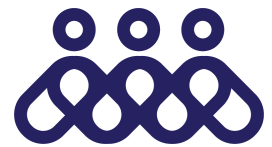
Illegal actions or if you feel that yourself or someone else is in clear or immediate danger. This should be reported urgently to a Trustee for help on how to proceed. You may also call the Police or Emergency Services as required.

### **Reporting breaches of the Committee**

Can be reported directly to Trustees.

### **Reporting breaches of SCC or the Trustees**

Can be reported directly to the Chair or to Charities Services Ngā Rātonga Kaupapa Atawhai.



## Complaints procedure

Once an incident or complaint has been reported to a Committee member, that Committee member must raise it at the appropriate regional or national forum. This will be kept confidential.

- For regional issues, the Engagement Trustee will notify the person or organisation making the complaint that the complaint has been received.
- For national issues, including board issues, the Chair will do so.

The incident or complaint will be read and discussed at the next meeting.

- For regional issues, this will be at either the Committee or Trustee level.
- For national issues, this will be at the national Trustee meetings.

The person or organisation that the complaint is about will be notified and given an opportunity to read the written report and respond to the relevant body.

- For regional issues, if the Committee or Trustee body is unable to resolve the issue, this will be escalated to a national Trustee meeting.
- For national issues, if the national Trustee body is unable to resolve the issue, an external, independent mediator may be brought in to facilitate. This will happen within three weeks of the previous meeting and the outcome will be reported back to the relevant body following the meeting.

The incident or complaint, supported by the written report, will be included in SCC's incident log and may be shared, contingent on the decided level of the event.

## Contact details

Wellington: [wellington@socialchangecollectivenz.com](mailto:wellington@socialchangecollectivenz.com)

Wellington Regional Lead: [adriana.janebird@gmail.com](mailto:adriana.janebird@gmail.com)

Auckland: [auckland@socialchangecollectivenz.com](mailto:auckland@socialchangecollectivenz.com)

Auckland Regional Lead: [bellasigley@gmail.com](mailto:bellasigley@gmail.com)

SCC Chair: [ethanreille8@gmail.com](mailto:ethanreille8@gmail.com)