



Code of Conduct Procedure

*For all users of The Melting Pot
To be read in conjunction with the
Code of Conduct Policy*

*The Melting Pot's CEO and Board of Directors have read this
Code of Conduct and give it their full support.*

(January 2018)

The Melting Pot Code of Conduct Procedure

1. Initial steps

If any user of The Melting Pot (including Members, guests, clients, delegates, visitors or staff) experience or witness another user acting or behaving in a manner which they feel is not in accordance with our *Code of Conduct Policy*, or which they deem otherwise inappropriate or unacceptable, we encourage them at first instance to raise their concerns directly with the person concerned.

Communities can be tricky, and people come from a variety of backgrounds, but we believe many of these differences can be conquered through personal understanding and relationship building. Individuals may be unaware that their behaviour or actions are unacceptable or intimidating to some. Bringing these issues to their attention and opening a dialogue with them may in many cases be sufficient to stop inappropriate behaviour.

The Melting Pot users who feel safe and able to approach another directly in such instance are encouraged to do so. If they wish or deem it necessary they may also like to ask a friend or colleague to accompany them in the discussion.

2. Informal process

If a user does not feel comfortable approaching the person/s concerned directly but they do not wish to lodge a formal complaint, they may make an informal note of complaint to The Melting Pot Hosts or other staff member.

This can be done in person at any time during The Melting Pot's opening hours, in writing to enquiries@themeltingpotedinburgh.org.uk (for Hosts) or by phone on 0131 510 1553.

The individual should outline:

- the nature of their complaint
- details of those involved (names of people who engaged in the behaviour/s and anyone else present at the time)
- details of the incident/s (date, time, location of occurrence)

- whether they would like to remain anonymous
- if they do share their identity with those they are complaining about (or in the case the person/s concerned are able to figure it out from the details) would the individual be open to being approached personally or in writing should those concerned wish to offer an apology or reconcile

The Host will convey these details to a senior member of staff, who will assess the matter and will either speak to the person/s concerned directly or have the Host discuss the matter with them, to convey the complaint and request they refrain from the offending behaviours in future.

In some instances, and depending on previous complaints received, it may be necessary to escalate the matter to a formal complaint.

3. Formal process

If a user does not feel comfortable approaching the person/s concerned directly, or they have done so to no avail, then they may wish to instead lodge a formal complaint to The Melting Pot.

3.1 In the first instance they should approach one of our Hosts, which can be done in person at any time during The Melting Pot opening hours, in writing to enquiries@themeltingpotedinburgh.org.uk, or by phone on 0131 510 1553. The Host will take written note of the details of the complaint and action any next steps (detailed below in 3.2.). If an individual does not feel comfortable approaching a Host, or feels the complaint is serious enough to require immediate escalation, they should direct their complaint to the Chair of the board, to chair@themeltingpotedinburgh.org.uk

3.2.

- Once a complaint is received, it will be recorded.
- The senior staff member will then arrange to meet in person the other person or persons concerned to raise the matters alleged, ideally within 1 week of the complaint (but this will be dependent on availability).
- Depending on a) the severity of the complaints; b) the desired outcome stated by the complainant; and c) the response from the person/s involved, The Melting Pot will take one or more of the appropriate courses of action:
 - i. Recommend that the parties – if both feel safe to do so – should meet informally themselves with the intention to resolve the situation, without involvement from The Melting Pot

- The parties may or may not choose to engage a mediator for this process
- If this process results in a failure to resolve the matter, The Melting Pot may temporarily suspend both parties from the space for a 'cooling off' period, to mitigate the disruptive influence of conflict upon other Members. In this case The Melting Pot will liaise with both parties to determine suitable next steps towards resolution.
- ii. Based on the information provided may choose to take no further action and close the matter.
- iii. Issue an advisory warning in writing to the individual that their behaviour may have breached our Code of Conduct, or has caused fellow users of the space to feel uncomfortable or unsafe, and must not be repeated in future.
- iv. Issue an official warning in writing to the individual that they have engaged in behaviour which is a breach of our Code of Conduct and will not be tolerated within our space
 - If the offence is one of serious abuse, harassment or other discrimination The Melting Pot may also report it to the relevant authorities
- v. Issue the individual with an expulsion notice from use of our space due to serious breach of our Code of Conduct. In this instance, no refund of membership fees paid in advance will be provided.

In all proceedings The Melting Pot will consider statements from all parties and will seek to act in a manner that is fair and judicious to all, remaining impartial throughout and holding all involved to the standard outlined by our *Code of Conduct Policy*.

If contestable facts arise between the parties which cast doubt on any complaints The Melting Pot will not entertain acting to resolve these matters, but will rather recommend the parties seek mediation to resolve their conflict.

4. Confidentiality

The Melting Pot will keep all names of individuals involved in a complaints procedure, and the details of the nature of the complaints, confidential. A complainant may give permission to have their name provided to the person/s concerned, in the interests of resolving the matter personally. They may also be willing to share their identity but wish to retain their right to not be broached directly –in person or in writing – by the individual concerned about the complaint.

The Melting Pot notes that due to the nature of these matters, in some instances individuals may be able to ascertain the identity of complainants based on the details of the complaint, regardless of whether this is officially withheld from them.

5. Mediation

The Melting Pot supports mediation as a means of conflict resolution and encourages parties to take this route if they deem it appropriate. Whilst we are happy to suggest it as an option between parties to a grievance, we are not in a position to facilitate this process, nor arrange for external mediators or specifically require any individual to agree to such mediation. Nor are we willing to pay for any mediation services between our clients and any other user of our services.

6. Police matters

Any complaints that involve potential criminal behaviour we will refer the complainant directly to the police to take further action. Individuals are also within their rights to report matters of concern to the police directly, independently of The Melting Pot's involvement.

In some circumstances, regardless of whether the complainant wishes to report the behaviour, The Melting Pot may use their discretion to report the incident to the authorities directly.