Process for further investigation or continued breaches of code of conduct for customers- Dec 22

No action should be taken or discussed with the customer(s) until line manager has agreed the process to be followed and ensured the below is in place

Prior to speaking to the customer(s) the following should all be informed where necessary and in agreement with the line manager: The Parent/Guardian Service leads.

Once the appropriate people above have been informed, suspend the customer(s) from having access rights to the facilities or service offerings. It the customer has a personal account on Gladstone, this should reflect this with their status on freeze with notes documented.

In writing, confirm with the customer(s) the date and venue of the formal meeting including the following information:

- -the written evidence of breach(es) of code of conduct
- -that they can be accompanied to the formal meeting
- -stating who will be present at the formal meeting, i.e., line manager.

Receive confirmation of attendance from the customer(s) and names of anyone who will be accompanying them to the formal meeting

Prior to the formal meeting, share an agenda with all attendees that has the following agenda items included as a minimum:

- -Introductions
- -Explanation of process and potential outcomes
- -Evidence of breach(es) of code of conduct
- -Opportunity for customer(s) to respond to evidence presented
- -Questioning and responses open to all attendees
- -Break for deliberation on above and decision reached (outcomes are likely to be either 'no case to answer', 'final warning' or 'removal of facility and service access'
- -Formal meeting outcome presented, and next steps discussed including any right to appeal and any subsequent implications such as for students.
- -Close meeting

Notes from formal meeting shared with attendees and sent to line manager (if not present in meeting) within 2 weeks following the meeting date

Inform the relevant parties about the formal meeting outcome