

Trinity Sport

SPEAK UP POLICY

If you notice those using the facilities are behaving in an inappropriate manner, please bring it to the attention of one of the following contacts in the Sports Department:

Mr Eamon Cusack, Sport Service & Experience Manager:
01 8964116 / eamon.cusack@tcd.ie or ask at reception to speak to one of the Duty Managers.



CONFIDENTIALITY WILL BE MAINTAINED AT ALL TIMES

We expect that all members respect each other and that improper behaviour is reported so please 'speak up'. A comments/suggestion box is also available at reception if you prefer to leave a written note.

Trinity Sport adheres to college policy regarding Dignity and Respect of all in the college community. We also adopt various sporting code of ethics where applicable. Information on the college Dignity and Respect Policy can be found on www.tcd.ie/equality/policy/dignity-respect-policy/



Sports Department Speak Up Procedure

- Once an issue is reported to one of the staff, this staff member (usually a Duty Manager) will record the information on an Incident report form (ensuring client confidentiality is required or not).
- The Duty Manager will then forward this information to the Sports Service & Experience Manager who will review all thoroughly.
- The course of investigation that follows will depend on the nature of the complaint and membership category of the person being reported, as follows:
 1. Complaints involving students: incidents will be investigated by the Junior Dean.
 2. Complaints about staff and graduates: incidents will be investigated by the Sports Service & Experience Manager and the Pavilion members Chairperson or nominees.
 3. Complaints about public and other members- incidents will be investigated by the Sports Service & Experience Manager.
- Sanctions will be enforced where appropriate, eg. under membership conditions the Trinity Sport reserves the right to deny access to the facilities or withdraw membership whereby any individual or groups are not adhering to the sports facility rules and regulations.
- The Head of Sport will manage any appeals for two and three above.

Principle Guidelines

- No sanction shall be imposed until the matter has been investigated fully, unless potential repeat behaviours is deemed to be a threat to members. All matters investigated will adhere to the college's dignity and Respect Policy www.tcd.ie/equality/policy/dignity-respect-policy/
- All persons involved will the right to appeal at any stage.

Offences

- Inappropriate and/or malicious behaviour (either verbally or non verbally) towards fellow members, sports staff and other users of the centre.
- Threatening or carrying out acts of violence towards fellow members, sports staff and other facility users.
- Breach of the centre's rules and regulations.
- Breach of Code of Ethics for Children's Sport.
www.irishsportsCouncil.ie/Participation/Code_of_Ethics/
- Refusal to cooperate with instructions of the sports staff.
- Criminal damage to the centre's property or persons.
- Bringing the college or Trinity Sport reputation into disrepute.



Sanctions

- Minor offences will incur verbal warnings, two or more verbal sanctions will move to more serious sanctions.
- More serious offences will incur suspension of membership for an appropriately deemed period or possible expulsion, without refund.

Representation

- The person with whom the complaint is being made will have the right to representation such as a fellow member or legal representative. This must be notified in writing to the department representative investigating the incident.

Investigation

- As above the persons investigating will depend on the category of membership of the person with whom the complaint is made.
- Investigations will be held in confidence and all persons will be treated with dignity and respect.
- Confidentiality will be maintained, unless the matter is forwarded to the Garda, in which case full details may be requested by them.
- Those requested to attend the meeting will be told in advance what the purpose of the meeting, the complaint being investigated, the time and venue, their right to representation and the investigation may lead to sanctions.
- The person will receive full details of the matter and will have full opportunity to respond.
- The person will be told of their right to appeal.
- The person will be told in writing the outcome of the investigation.

Appeals

- Appeals will be lodged within one working week of the findings of the investigation.
- Sanctions will not be imposed during appeals stage unless the behaviour is seemed serious enough to cause a threat to fellow members, users of the facility and sports staff.
- Appeals will be heard by the Head of Sport or his/her nominee. Her/his decision will be final.

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