Customer Behaviour, Harassment and Inappropriate Behaviour Policy

Customer-facing policy | Awesome Walls Dublin and Cork

Document status	Approved	**Applies to**	AW Dublin and Cork
Document owner	Awesome Walls management	**Review**	V1.2

Our commitment

Awesome Walls is committed to providing a welcoming, inclusive and safe environment for everyone who visits our facilities. Everyone has the right to climb, train, participate and enjoy our facilities without being subjected to harassment, sexual harassment, intimidation, bullying, unwanted attention or other inappropriate behaviour.

We expect all customers, members, guests, visitors and people attending activities at Awesome Walls to treat one another and our staff with respect. We take reports seriously and will take reasonable and proportionate action when behaviour falls below this standard.

Who and what this policy covers

This policy applies at all Awesome Walls facilities and to all customers, members, guests, visitors and participants, including during coaching, courses, events, competitions and other activities organised by Awesome Walls. It applies to behaviour in the facility and, where relevant, behaviour connected with an Awesome Walls activity or customer relationship.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to:

- Sexual harassment, sexualised comments, lewd remarks, unwanted propositions or requests for sexual attention.

- Unwanted touching, physical contact, invasion of personal space or other acts of physical intimacy.
- Repeatedly approaching, following, watching, messaging or attempting to engage with someone after they have indicated, directly or indirectly, that the attention is unwelcome.
- Stalking, intimidation, threats, coercive behaviour, bullying or conduct that causes someone reasonably to fear for their safety.
- Comments, gestures, images or conduct that are degrading, humiliating, discriminatory or hostile.
- Harassment or abuse related to a person's sex, gender, sexual orientation, race, disability, age, religion or other protected characteristic.
- Retaliation, victimisation, pressure or hostility towards anyone who raises a concern, supports another person or participates in an investigation.
- Any other conduct that disrupts another person's ability to use the facility safely and comfortably.

This list is not exhaustive. Behaviour may breach this policy even if it does not meet the legal definition of harassment or a criminal offence. A person's intention, claimed humour or belief that their behaviour was harmless does not by itself determine whether it is acceptable.

How to raise a concern

If you experience behaviour that concerns you please tell a member of staff or the Centre Manager as soon as you feel able. You can also contact the relevant centre by email or use the contact details published on the Awesome Walls website.

If you feel in immediate danger tell a staff member straight away. If there is an immediate threat, serious assault or urgent risk, staff may contact An Garda Síochána or emergency services.

When reporting it is helpful to provide what happened, when and where it happened, who was involved, whether anyone witnessed it and whether there is any relevant CCTV or other information. You may report something even if you are unsure whether it breaches this policy.

How we will respond

We will aim to:

- Listen respectfully, take the concern seriously and consider the immediate safety and wellbeing of the person reporting it.
- Assess whether urgent steps are needed to reduce the risk of further contact or harm.
- Make a record and, where appropriate, investigate the concern fairly and promptly.
- Speak to relevant people and consider available evidence, which may include staff observations, witness accounts, membership records and CCTV.
- Take appropriate action where behaviour is established or where interim measures are reasonably necessary to manage risk.
- Keep the person who raised the concern informed about the process and outcome to the extent we can, while respecting other people's privacy.

We will handle reports sensitively and share information only with people who need it to respond, investigate, protect people or meet legal obligations. We cannot promise absolute confidentiality.

Possible action

Depending on the nature, seriousness, frequency and evidence relating to the behaviour, Awesome Walls may take one or more of the following steps:

- A reminder of expected standards or an instruction to stop the behaviour.
- A formal warning and clear conditions for continued access.
- Restrictions on participation in particular activities or areas, where appropriate and lawful.
- Temporary suspension of access or membership while a serious concern is assessed.
- Suspension or termination of membership, refusal of entry or permanent exclusion from the facility.
- Referral to An Garda Síochána or another appropriate authority where the circumstances warrant it.

Action will be considered case by case. We will take account of the available information, the seriousness and potential impact of the conduct, any pattern of previous concerns, the risk of recurrence and the need to act fairly. A report will be taken seriously but is not, by itself, a finding that an allegation has been proven.

Retaliation and victimisation

We will not tolerate retaliation, intimidation, pressure, harassment or adverse treatment of anyone because they raised a concern, supported another person or participated in a review. Any such behaviour may itself result in action under this policy.

Children and young people

Concerns involving a child or young person will be treated with particular care and handled in accordance with our child safeguarding arrangements. Staff will escalate such concerns to the designated safeguarding person and, where required, to Tusla or An Garda Síochána. This policy does not replace our Child Safeguarding Statement or child protection procedures.

Policy administration

This policy should be read alongside the Awesome Walls membership terms and conditions, entrance policy and child safeguarding documents. Awesome Walls may update this policy from time to time. Questions or concerns can be raised with the Centre Manager.