

Global Law Enforcement and Public Health Association (GLEPHA)

Complaints, Investigations and Resolution Policy

This policy provides procedures, for receiving complaints or concerns about GLEPHA policies, activities, or actions that fall within the scope and control of GLEPHA.

This policy is applicable to all GLEPHA policies, and to the activities of GLEPHA or the actions of GLEPHA members related to GLEPHA sponsored or co-sponsored events.

Any concerns or complaints should be reported as soon as practicable to the Executive Director of GLEPHA, or in the case of a concern arising from the Safeguarding policy to the Safeguarding Lead. If that is not appropriate, the concern may be reported to the President or any member of the GLEPHA Board of Directors, either directly or to the GLEPHA email address:

info@glepha.com.

A report may be made by an affected person, a witness or another person who becomes aware of the concern. Reports may be verbal or written. Anonymous reports may be considered, although this may limit GLEPHA's ability to respond.

Where possible, the report should include:

- what happened;
- when and where it happened;
- who was involved; and
- whether there is any immediate safety risk.

People should not investigate concerns themselves.

9. Response to Concerns

When a concern is received, GLEPHA will, as appropriate to its role and capacity:

1. prioritise immediate safety;
2. treat the matter seriously and confidentially;
3. make a preliminary assessment of the concern;
4. decide what action is required, including whether the matter should be referred to police, child protection, venue management, a professional body or another external authority;
5. where the reporting person was affected directly, communicate the outcome of the investigation to the person(s) raising the concern or making a complaint, or communicate the outcome of the investigation to any person or institution directly impacted or affected by the incident;
6. keep a secure record of the concern and the action taken.

GLEPHA is a small volunteer association and may need to refer serious matters to external authorities or obtain external advice rather than conduct a detailed internal investigation.

10. Breaches and Actions

Where a breach of this policy or the Code of Conduct is found, GLEPHA may take proportionate action, including:

- a warning or direction about future conduct;
- removal from an event, meeting or online forum;
- restriction, suspension or termination of a volunteer role or membership;
- ending a collaboration, speaking role, contract or partnership; or
- referral to an external authority.

11. Recordkeeping and Confidentiality

GLEPHA will keep safeguarding reports and related records securely and restrict access to those who need the information to respond appropriately.

Information will only be shared on a need-to-know basis, subject to legal obligations and the need to protect people from harm.

12. Implementation and Review

To keep this policy workable for a volunteer-run association, GLEPHA will implement practical measures such as:

- nominating a Safeguarding Lead in accordance with the Social Inclusion policy.
- sharing behavioural expectations for events and online activities;
- including safeguarding and social inclusion considerations in major event planning and partnerships where relevant; and
- reviewing this policy periodically, and after any serious incident, to identify improvements.

Version: Final

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Next review: May 2029