

التفريق العنصر

জাতিভিত্তিক হয়রানি

آزار نژادی

Nękanie na tle rasowym

Racial Harassment

ਨਸਲੀ ਆਧਾਰ 'ਤੇ ਤੰਗ ਪਰੇਸ਼ਾਨ ਕਰਨਾ

نسلی خوف و پراس

Harcèlement raciste

Waxyellada cunsuriyadda ku dhisan



Chevin
HOUSING ASSOCIATION LTD

A Member of The Chevin Housing Group
Charitable

This document is a summary of Chevin Housing Association's definition and policy with regard to racial harassment.

Copies of the full policy and procedure for dealing with racial harassment, as part of our general policy and procedure on anti-social behaviour, are available to any person on request.

Racial Harassment

The Association is committed to achieving and maintaining a peaceful and secure environment for all our residents. We adopt a zero tolerance mentality towards racism and racial harassment. With regard to a definition of a racist incident, the Association utilises the Macpherson report, 1999, recommendation 12 which states:-

“A racist incident is an incident which is perceived to be racist by the victim or by any other person”.

The Association adopts a victim centred approach for report taking and investigation which will ensure that any racial motivation is fully considered while the incident is being investigated.

It is our policy that we:-

- Encourage reporting
- Support victims
- Take action against the perpetrators

Any complaint regarding racial harassment can be reported via the telephone, in writing, home visits, by email or by visiting a local office. You can also utilise any other agency to act on your behalf. We can offer full translation services to you if English is not your first language.

All complaints are recorded and contact with the complainant will be made, wherever possible, by a member of the Anti-social Behaviour Team within one working day.

At the visit, details regarding the incident/s will be taken and following contact with the perpetrator, a plan of action will then be agreed.

Areas that will be covered include timescales for action, possible legal remedies, how we can assist in improving house security, local support contacts and your possible need to be rehoused. You will also be given an information pack regarding local and nationally based support.

The Association works within the confines of the law as it affects you and us in relation to your tenancy agreement. Racist behaviour is a criminal act and in such cases the police should be involved. If you have been the victim of assault, criminal damage, intimidation, threats, harassment, offensive letters or nuisance telephone calls then you should consider reporting these incidents to the police. The Association has a policy of reporting all racist incidents to the police but we will retain the anonymity of any victim if they so wish. It is important to note that any criminal convictions the police obtain against a perpetrator may be used as evidence in a civil court of law if we seek to attempt to obtain an injunction, eviction order or anti-social behaviour order.

The Association continually monitors its performance with respect to dealing with allegations of racial harassment and as part of this process victims will be asked specific questions about how their complaint was dealt with once the case is closed. We therefore encourage you to take part in such surveys if you have been the victim of racism.

The Association will not tolerate racism. Please help us to eradicate this problem by reporting incidents to us as soon as they occur. We will deal with your complaint seriously, respectfully and in confidence. Should you be unhappy with the service we have provided the Association's complaints procedure should be utilised in order that your grievance can be fully investigated.

Further Information

Should you have any queries regarding this leaflet please contact a member of the Association's Anti-social Behaviour Team on 0845 270 1088. Copies of the Association's "Summary of Policy and Procedures" regarding anti-social behaviour are available on request or can be accessed on our website at www.chevinha.co.uk.

We are committed to a policy of equal access to information.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Arabic نحن ملتزمون بسياسة المساواة في إتاحة الوصول إلى المعلومات.
إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فنرجو أن تقوم بالاتصال بنا.

Bengali আমরা তথ্য সমানভাবে প্রবেশাধিকারের বা সকলকে জানানোর ব্যাপারে দৃঢ় প্রতিজ্ঞ।
যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Farsi ما متعهد هستیم به سیاست دسترسی برابر به اطلاعات
اگر این مدرک را به زبانی دیگر یا در فرمتی دیگر میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Punjabi ਅਸੀਂ ਸਭਨਾਂ ਨੂੰ ਬਰਾਬਰ ਨਾਅਰਕਾਰੀ ਦੇਣ ਦੀ ਪਾਲਿਸੀ ਦਾ ਪਾਲਣਾ ਕਰਨ ਲਈ ਵਚਨ-ਬੱਧ ਹਾਂ।
ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

Somali Waxaan ballan qaaday siyaasadda ah in si siman loo helo wararka.
Haddii aad ku rabtid dokumentigaan luqado kale ama daabacada kale, ama haddii aad u baahan tahay turjubaan, fadlan nala soo xiriir.

Urdu معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔
یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

French Nous avons mis en place une politique d'égalité d'accès aux informations.
Si vous souhaitez consulter ce document dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Polish Wyznajemy zasadę równego dla wszystkich dostępu do informacji.

Jeżeli chciał(a)by Pan/i otrzymać ten dokument w innym języku czy postaci lub jeżeli potrzebuje Pan/i pośrednictwa tłumacza, prosimy o skontaktowanie się z nami.



A Member of The Chevin Housing Group
Charitable

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If you would like a copy of this information in any other language or format please contact us.



CASSETTE



IN LARGE TYPE



BRaille



OR ANY OTHER
FORMAT



Language Line



POSITIVE ABOUT
DISABLED PEOPLE



INVESTOR IN PEOPLE



we respect Get respect



business for neighbourhoods

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