



## Difficult People Policy

*Last updated in 2021*

It is the purpose of this policy to ensure our events are a positive experience for all participants. In acknowledgement that a range of people engage in our events, the Mountains to Sea Conservation Trust (MTSCT) will ensure a positive culture is set for the event and clear expectations of the day are in place.

To this end MTSCT will

- Refuse people who do not follow instructions or comply with our Safety Management Systems (SMS)
- Refuse people at events requiring registration who have done a 'no show' in the past
- Give coordinators the authority to deny participation in any activity if participants :
  - cause unnecessary stress to the organiser
  - behave inappropriately
  - are under the influence of drugs or alcohol
  - carry out online bullying
  - fail to comply with instructions
  - fail to comply with our SMS

Participants who are refused participation and wish to complain or participants who have been affected by the behaviour of others, will be advised of the MTSCT complaints process

### Complaints/feedback

Our complaints procedure is on our website, and can be found here:

■ [Complaints Policy 2023.pdf](#)

MTSCT also has an on-line safety complaints/feedback link to trigger review of SMS <http://www.emr.org.nz/index.php/about-emr/health-safety>

Participant complaints are received via our programme websites, participant evaluation forms and any other way of communication to the programme/regional coordinator or co-directors or direct to the Chairperson. Staff complaints are received via programme reports, communications or direct to the Chairperson (refer to complaint policy on websites)

The complaints procedure is also advised on the volunteer form. Complaints may trigger the review of the Safety Management Plan (SMP) or relevant Standard Operating Procedures (SOP).

### Operational Policy - Difficult People Policy

Approved by Mountains to Sea Conservation Trust – Co-Directors/Poutokomanawa