

處理有關欺凌、騷擾或歧視行為的投訴程序 HANDLING OF COMPLAINTS OF BULLYING BEHAVIOUR, HARASSMENT OR DISCRIMINATION



處理投訴程序及調查 Handling Complaints and Investigation



對任何形式的虐待皆零容忍，以確保提供安全環境給所有參與者

Zero Tolerance for any form of abuse, ensuring a safe environment for all participants

誰可投訴?

Who can complain?

可透過口頭或電郵(pomfocolarehkmc@gmail.com)投訴

Complaints can be made verbally or via email pomfocolarehkmc@gmail.com



所有投訴都將被認真對待和妥善處理

All complaints will be taken seriously and addressed properly

處理欺凌或歧視行為

Handling bullying behaviour or discrimination

- 阻止嫌疑人與受害人一起參加活動 Prevent the Suspect joining any activities with the victim
- 評估是否有破壞性行為 Assess whether any destructive behaviour
- 情感上的支持及建議 Emotional support and advice
- 為解決衝突提供協助 Assist to resolve the conflict
- 不時監測對嫌疑人監測及審查 Reviews on the Suspect
- 如果行為持續，會阻止嫌疑人參加活動
If the behaviour persists, will stop the Suspect from attending further activities



處理涉及刑事行為 Dealing with criminal conduct



對受害者而言

- 立即制止及告訴騷擾者停止騷擾

Tell the Suspect to stop harassment

- 保存書面記錄、拍攝受傷的位置、驗傷及保留醫療記錄作為證據

Keep written record, take pictures of the wound, injury assessment and keep all medical records

- 向普世博愛運動投訴委員會提出正式或非正式投訴

Lodge complaint to Focolare Movement

- 通知可信任的任何人，以獲得情感支持和建議

Inform any trusted person for emotional support and advice

- 儘快提出投訴，因有時間限制

Lodge complaint to the police immediately as there is time bar



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對普世博愛運動而言 For Focolare Movement



緊急回應 Emergency Response

應立刻協助受害者報警 Report to police

前往醫院或診所安排醫療救治及驗傷，應拍攝受傷的位置及保留醫療記錄 Arrange medical assistance

初步評估與記錄 Preliminary Assessment and Record

- ✓ 提供各種投訴渠道 provide various complaint channels
- ✓ 提供支持性環境 provide supportive environment
- ✓ 記錄受害者資訊（需保密）、時間、地點、涉及人員、事件經過等 Record Victim details
- ✓ 收集支持投訴的各種證據 collect and support all evidence
- ✓ 明確投訴類型（身體虐待、心理虐待、性虐待等）ascertain the type of complaint



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初步風險評估 Initial Risk Assessment

判斷是否需要立即干預（如暫停嫌疑人的接觸） Need immediate intervention

保密原則：確保所有與投訴有關的資料和記錄均保密 Keep confidential of all records

報告與立案 Report

內部報告 Internal Reporting

投訴委員會應遵循投訴處理程序的每一個步驟，制定流程圖，並不時提交書面報告

Complaint Committee should follow every steps and keep reporting the case

調查 Investigation

成立調查組 Establish an investigation team

由中立、專業的人員（如:法律顧問、外部專家）參與
formed by neutral and professional personnel



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證據收集 **Collaborate evidence**

投訴委員會應與有關人面談 (包括:受害者、目擊者、被投訴者)，記錄所有細節 及收集物證 (如照片、監控錄影、醫療記錄等)

Complaint shall interview all relevant persons (including victims, witnesses and the Suspect)
record all details and collect evidence

保密與保護 **Confidentiality and Protection**

避免受害者與嫌疑人直接接觸，防止報復或脅迫。投訴委員會應遵循投訴處理程序的每一個步驟，並向受害人清楚地解釋; 制定流程圖，清楚地指出申訴處理常式的每一個步驟

Avoid contact between victim and the Suspect

Complaint Committee should follow every steps of the complaint handling procedure
and explain it clearly to the victim



處理涉及刑事行為

Dealing with criminal conduct

處理與後續行動 Handling and Follow-up Action

6.1 調查結論 Conclusion of Investigation

根據證據確定投訴是否屬實，並出具書面報告

Written report to determine whether the complaint is true

6.2 紀律或法律措施 Disciplinary measures

內部處理：如警告、停職、解僱或禁止參與活動等 Internal Warning, Suspension, Dismissal or Stop to attend any activities etc.

6.3 司法程序 Judicial Procedure

若構成刑事罪行，投訴委員會應協助受害者向警員報告

If a crime is constituted, Complaint Committee should assist to report to police

6.4 受害者支持 Victim Support

投訴委員會應告知受害人權利和選擇；協助受害者的心理和精神治療，提供心理諮詢/治療、法律援助等

Complaint Committee should inform the victim his/her rights and choice; assist to refer to psychological counseling and treatment, legal assistance etc.



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7. 預防與改進 Prevention and Improvement

7.1 複查制度 Review of the System

檢查現有政策漏洞，加強成員的培訓（如反虐待、反騷擾培訓）

Review existing policy, provide training

7.2 匿名舉報管道 Reporting Channel

建立暢通的投訴機制，鼓勵舉報

Establish complaint channel and encourage reporting

7.3 記錄保存 Records Keeping

所有文檔需保密存檔，以備後續法律需求

All records must be kept confidential



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對嫌疑人而言 For the Suspect

- 立即禁止嫌疑人參加任何活動

prohibit the Suspect from participating in any activities

- 告知嫌疑人對他/她的指控的細節

Inform the Suspect of the allegations

- 告知嫌疑人的權利 及諮詢律師的權利

Inform the Suspect of his/her rights and rights to consult lawyer

- 記錄嫌疑人對投訴的答覆

Document the responses of the Suspect

