

INCIDENT / COMPLAINT REPORTING

Glasán Staff and Management take on-site incidents very seriously and have a strict procedure in place for handling. Depending on the severity of the incident Glasán can advise a particular direction or support service to help resolve the incident or can provide support from Glasán Management themselves.

NOTE: Glasán promote self-help and advise that you try to resolve minor issues internally.

If you continue to experience problems with your accommodation, housemates or your neighbours please report this to the Glasán office, where we will ask you to complete an Incident Report Form. Alternatively you can email info@glasan.com with as much relevant information as possible on the matter.

Glasán will then carry out further investigations of the incident and will act once all information has been gathered. Generally many issues can be resolved by opening lines of communication and by students being open to understand the needs and personalities of others.

Any breach of Glasán Village Rules including anti-social behavior, property damage, etc will be investigated and dealt with in a timely manner.

GMIT code of conduct extends to Glasán Student Village. This code covers serious incidents such as bullying, harassment and anti-social behaviour. GMIT take a very dim view of such behaviour and offenders may face GMIT disciplinary board thus effecting studies and career.

If you are a victim of a criminal offence **you must** contact the guards immediately. Your local Garda station is at **Mill Street Garda Station, Galway on Tel. No: 091-563161**. Please note security is not the arm of the law and cannot be responsible for criminal matters.

DISCLAIMER FORMS

A Disclaimer Form is to be completed if you believe you are/are not liable for damages in your unit. This form is to be completed by you and signed by all other residents in your unit, collectable at Reception. **Please note the form is not valid without all signatures.**

