

North of England Refugee Service

Quality Task Group

A List of adopted Policies

- 1 Appraisal Policy
- 2 Child Protection Policy
- 3 Confidentiality Policy
- 4 Whistle Blowing Policy
- 5 Document Control Policy
- 6 Customer Care Policy
- 7 Equal Opportunity Policy
- 8 Equality and Diversity Policy
- 9 Health and Safety Policy
- 10 Smokefree Policy
- 11 Induction Policy and Procedure
- 12 Quality Policy
- 13 Recruitment and Selection Policy and Procedure
- 14 Referral and Signposting Policy and Procedure
- 15 Supervision Policy
- 16 Travel and Subsistence Expenses Policy
- 17 Volunteer Policy
- 18 Interpreting Policy and Procedure
- 19 E Mail Policy
- 20 Use of Internet and Electronic Communications Systems
- 21 I CT Code of Conduct Policy
- 22 Protection from Abuse Policy
- 23 Managing Violent or Aggressive Clients
- 24 Respect Notices
- 25 Staff Training and Development Policy
- 26 Board of Directors Induction Policy and Procedure
- 27 Conflict of Interest Policy
- 28 Code of Conduct
- 29 Protection of Vulnerable Adults Policy

B Procedures

- 1 Complaints Procedure
- 2 Disciplinary Procedure
- 3 File Review Procedure
- 4 Grievance Procedure
- 5 Key Dates Procedure
- 6 Internal Audit For Finance Department

C Forms

- 1 Client Consent Form
- 2 Client Feedback Questionnaire
- 3 Individual Training and Development Plan Form
- 4 Individual Training Needs

D Other

- 1 Organisational Structure
- 2 Recruitment and Selection Handbook
- 3 Signposting Statement
- 4 Terms of Reference of Quality Task Group
- 5 Entry to NERS Managed Properties Policy
- 6 Referral and Assessment Policy / Procedure
- 7 Code of Practice for Interpreters