

Zero Tolerance policy



The Magpie centre staff and volunteers treat our clients and volunteers with courtesy and respect and ask for the same in return.

Our staff have the right to carry out their work without threats, violence, abuse or harassment. Any behaviour verbal or physical, which causes staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable. Additionally, the nature of the centre and the vulnerable nature of other clients requires us to consider the wider impact any such behaviour may have.

The Zero Tolerance policy includes aggression or threats made in person, over the telephone or in written communication.

The Magpie centre consider threatening behaviour to be:

- Attempted, threats of or actual aggressive threatening physical actions made towards any member of staff
- The use of offensive, aggressive, threatening or abusive language, (including raising of the voice, swearing and cursing, shouting) which threatens or intimidates staff
- The use of racist or sexual language
- Rudeness or the making of inflammatory statements
- The raising of unsubstantiated allegations

Unreasonable demands and communication may include:

- Requesting responses within unreasonable timescales
- Insisting on speaking with certain members of staff, or
- Unreasonable demands to staff by parents or carers
- Demands which are not in the interest of the client or that may put the client at risk of harm

How will we manage unreasonable behaviour?

All staff have the authority to manage unreasonable behaviour. This may include politely informing the individual that the phone call or lesson will be terminated or asking the individual to leave the premises.

We have a zero-tolerance position on violence and threats against our staff and this behaviour will always be reported to the police if appropriate.

In all other cases, we may inform the individual that their behaviour is unreasonable and ask them to modify their behaviour. We will explain what action will be taken if the warning is ignored.

If the individual does not modify their behaviour, we will take steps to restrict communications with them or ask them to leave. If we decide a restriction is appropriate, we will consider which of the options open to us best fits the circumstances. The level of restriction that we apply will be proportionate, taking into account the nature, extent and impact of the behaviour on our ability to do our work and the safety of our clients.

This may include:

- Asking the individual to leave the premises
- blocking emails/calls from the individual,
- written warnings
- terminating lessons,

Any decision to limit our contact with the individual will be made by a trustee and will be communicated in writing. If the individual objects, they may ask, within 7 days of the original decision to limit our contact, for the decision to be reviewed by another trustee.

This policy applies throughout the centre.

West Norfolk Riding for the disabled reserve the right to remove any client or customer details from their systems and cease to correspond with or do business with them.