

**POLICIES AND PROCEDURES**

<b>Policy Name:</b>	Respectful Behaviour Policy
<b>Policy Ref:</b>	O130
<b>Type of Policy:</b>	Organisational
<b>Owner of document:</b>	Principal
<b>Date approved by CEO:</b>	Date:
<b>Date approved by Quality Learning and Care Committee:</b>	Date:
<b>Date approved by Board</b>	Date: N/A
<b>Privacy Impact Assessment</b>	Date:
<b>Equality Impact Assessment</b>	Date:
<b>Circulation (highlight as appropriate):</b>	Signature by all staff on People HR, Website, Stored on Core Docs, updated on Staff Intranet and Trustee Portal.
<b>Review cycle:</b>	2 years
<b>Next review date:</b>	Term: Autumn Term 2027

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## **Respectful behaviour policy**

### **Staff and Volunteers**

#### **Purpose:**

Staff have the right to carry out their duties without fear of aggression, harassment or abuse.

Equally, parents, carers, and visitors have the right to be treated respectfully by staff.

This policy outlines how the Orpheus Centre will respond to incidents of abusive or aggressive behaviour by external individuals, including parents and carers, toward staff. We operate a zero-tolerance approach to all forms of aggression or abuse.

Any form of physical, verbal, or written behaviour that causes distress, alarm, or harm to staff is unacceptable and will be addressed promptly and appropriately.

#### **Scope:**

This policy is based on UK laws that protect staff and students from harm. The charity has a legal duty to keep staff safe under the Health and Safety at Work Act, to prevent harassment under the Protection from Harassment Act, and to promote equality and fair treatment under the Equality Act. Education and safeguarding laws also require us to protect young people and adults from abuse or intimidation. These laws mean the charity must take any aggressive, abusive, or threatening behaviour toward staff very seriously and act to prevent it.

This policy applies to all individuals interacting with our organisation, including but not limited to:

- Students
- Families/ carers
- Visitors
- Contractors
- Members of the public
- Other staff and volunteers
- Transport providers (e.g. taxi drivers, mini bus drivers)

#### **Definition of Abuse:**

Abuse includes, but is not limited to:

- Verbal abuse: shouting, swearing, threats, intimidation, discriminatory remarks, or any language intended to demean or distress.
- Physical abuse: hitting, pushing, spitting, throwing objects, or any form of physical contact, threat, or gesture intended to intimidate or harm.
- Harassment: Repeated or sustained behaviour intended to distress, humiliate, or offend.
- Discrimination: Comments or behaviour that discriminate based on disability, gender, race, religion, or any protected characteristic under the Equality Act 2010.
- Unreasonable behaviour: Excessive or unfounded complaints, aggressive tone, refusal to follow reasonable requests, or excessive contact that disrupts normal charity operations

#### **Settings Covered:**

- On charity premises (classrooms, reception, car parks, communal spaces)
- During charity-organised off-site activities (e.g. trips, work placements, community access needs, events)
- Via telephone, email, social media, letters, or any other digital communication
- At meetings, reviews, or home visits conducted by charity staff
- In the community

#### **Reporting and Response:**

All incidents of abuse must be reported immediately to a member SMT (Senior Management Team) or designated safeguarding officer. Reports will be taken seriously, documented, and investigated promptly and fairly. Support will be provided to affected individuals, and appropriate measures will be taken to ensure their safety and well-being.

#### **Possible Actions:**

We will not tolerate any form of verbal or physical abuse toward our staff or volunteers. Any such behaviour will result in immediate action. Depending on the severity of the incident, actions may include:

- Verbal or written warning issued to the individual
- Restriction or suspension of access to the charity site or staff
- Meetings conducted through a mediator or by appointment only
- Involvement of security personnel or police in serious cases
- Removal from premises

- Permanent ban from future interactions with the organisation

This includes:

- visit on site
- emails
- phone calls
- Reporting to law enforcement or relevant authorities
- As a last resort, this could include termination of service and support.

An agreement on future communication will be agreed with the individual approved by the CEO, Principal or Registered Manager (in their absence a member of SMT)

**Responsibilities:**

Senior Management Team is responsible for enforcing this policy and ensuring all staff and volunteers are aware of their rights. Staff and volunteers are encouraged to report any incidents and will be supported throughout the process. All individuals interacting with the organisation are expected to treat others with respect and dignity at all times.

**Review:**

This policy will be reviewed every two years or following any serious incident related to this policy to ensure its effectiveness and relevance.

**Policy update review:**

Date:	Updated by:	Section updated:	Update:
16.02.2026	CS	New Policy	New Policy confirmed by committee 27.01.2026