



YOUNG PEOPLE MATTER CHARITY'S

Zero Tolerance Policy

Dated: September 2016

The Policy will be reviewed every three years or in line with changes in government legislation and updated guidance

www.youngpeoplematter.org

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Charity No: 1134959 | Company No: 6418296

Zero Tolerance Policy

Policy for Abuse on staff - Out of School Services and Provisions (OSSP)

Young People Matter takes it very seriously if a member of staff or one of its volunteers is treated in an abusive or violent way.

The Charity enforces a Zero Tolerance strategy for abuse against staff members. This states that all staff have a right to care for children and any other of the charity's service users, as well as carry out their duties without fear of being attacked or abused. No member of staff should be required or feel obliged to deal with any customer either face to face, over the phone or in correspondence, who is exhibiting threatening, abusive or violent behaviour. In any of these circumstances a member of staff has the right to refuse to serve that customer and should refer the customer to their immediate supervisor.

To successfully provide our services, a mutual respect between all the staff and service users, parents/carers has to be in place. All of our staff aim to be polite, helpful, and sensitive to individual needs and circumstances. They would respectfully remind service users, parents/carers that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The staff understand that service users, parents/carers do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive or threatening behaviour, be it violent or abusive, will not be tolerated and may result in your child/ren being removed from the service and, in extreme cases, the Police being contacted. Threatening behaviour is defined as, but not limited to, threats of violence to members of staff or any other person which is, for example; sexist, racist or homophobic; including intimidating tone and language, swearing and/or aggressive body language.

In order for the Charity to maintain good relations with the parents/carers of our service users, the Charity would like to ask all parents/carers to read and take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at staff
- Any physical violence towards any member of staff or other children within the setting, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally

insulting the staff, shouting/screaming at staff

- Racial abuse and sexual harassment will not be tolerated within any of our settings
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the premises, staff or another service user, parent/carer

We ask you to treat our staff courteously at all times.

This policy will be reiterated on a regular basis, through face to face, written, text messaging, and email communication, as well as through the charity's newsletters, brochures and website.