

## **Brogdale CIC: Dealing with Abuse Policy**

### **1.1 POLICY STATEMENT**

Violence and aggression can be defined as an incident where staff or participants of activities run by **Brogdale CIC** are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implied challenge to their safety, wellbeing or health. This includes harassment, which is defined as: “Unwanted, unsolicited and inappropriate words or conduct affecting the dignity of another”.

### **1.2 INTRODUCTION**

This policy sets out a framework to protect staff and participants from violence and anti-social behaviour. This policy is applicable to all participants, employees/ volunteers and visitors to activities run by or on behalf of **Brogdale CIC**. Violence or anti-social behaviour is a matter of conduct and may constitute a criminal or civil offence.

### **1.3 TERMS AND DEFINITIONS**

- 1.3.1 Violence and aggression can be defined as: Any incident where participants or staff are abused, threatened or assaulted in circumstances relating to their work and activities, involving an explicit or implied challenge to their safety, wellbeing or health.
- 1.3.2 Harassment is defined as: Unwanted, unsolicited and inappropriate words or conduct affecting the dignity of another.
- 1.3.3 Anti-social – is defined as: behaviour that lacks consideration for others and that may cause damage to society, whether intentionally or through negligence, as opposed to pro-social behaviour, behaviour that helps or benefits society.

### **1.4 LEGISLATION SUPPORTING THE POLICY**

- Health and Safety at Work Act 1974
- Human Rights Act 1998
- Equalities Act 2010
- Employment Rights Act 1996

## **2 PROCEDURE**

### **2.1 APPLICATION**

During times of abuse, the following points should not be neglected:

- Do not show that you feel intimidated. While it is better still to not be intimidated, if you do feel threatened, try not to show it.
- Listen - One thing that can often take the wind out of the sails of anger is to calmly listen, accept that someone may have a grievance.
- Stay calm – it is always hard to remain angry if the person who is listening is calm and accommodating
- Show respect and call The service user by their name or Sir / Madam
- Assess the situation as to the potential risks and threats.
- Ensure there is no danger to immediate people and children/ young adults in the immediate vicinity and yourself.
- Avoid confrontation, this will escalate the situation. Show the angry service user that you are listening to their problem and are concerned.

### **2.2 APPLICATION FOR THE YOUNG**

The following points are specifically aimed at a young person:

- Do not place yourself in a situation where you may be at risk of harm.
- Walk away from them to a place of safety.
- Find a member of staff / a colleague and tell them what has happened.
- Talk through how you feel.
- Try to learn from the situation so that it doesn't happen again.

## 2.3 RESOLVING A SITUATION

If someone begins to get really angry there are several options:

- Do not place yourself in a situation where you may be at risk of harm.
- Ask them to calm down or you will be unable to continue to speak to them and try to resolve their problem.
- Ask the service user to take time out and to talk when they don't feel quite so worked up. Offer to take them to a quiet space to calm down, although still within site of another member of staff, offer a drink of water to regain their senses, away from others.
- Warn the service user that if they continue to be aggressive that you will have to call the police.

## 2.4 COMPLAINTS

If someone feels that they wish to make a complaint following an incident of abuse, discrimination, victimisation or harassment, they may wish to follow **Brogdale CIC's** complaints policy which states the following:

### 1.3 PROCEDURE

#### 1.3.1 STEP ONE: RESOLVE ISSUES INFORMALLY -

Before making a complaint about an individual/organisation within **Brogdale CIC**, the complainant should, where possible, be encouraged to discuss the problem with the individual/organisation lead concerned in an attempt to reconcile the issue. An informal approach may be particularly helpful where complaints can be resolved quickly and confidentially.

#### 1.3.2 STEP TWO: A FORMAL DISCUSSION -

Where Step One cannot resolve a complaint, **Brogdale CIC** can set up a discussion between the parties involved in the complaint. **Brogdale CIC** will hold this discussion in private and an impartial representative will 'chair' the discussion. This will be a two-way conversation, aimed at discussing possible shortcomings in conduct or performance and encouraging improvement. All parties, including the chair, may bring an advocate to witness the meeting. Criticism will be constructive and the aim is to resolve the complaint. In order to begin Step two, the complainant should speak with, or write to, the relevant project lead. If this is not possible, the complainant should contact another project lead or site manager from within **Brogdale CIC**.

#### 1.3.3 STEP THREE: A BROGDALE CIC TRIBUNAL -

Step one and Step two cannot resolve a complaint, **Brogdale CIC** will arrange for a tribunal. A panel from either within **Brogdale CIC** or independent from it will listen to the all parties involved in the complaint and make a decision to resolve the complaint. The tribunal's decision will be final.

In order to begin Step three, the complainant should speak with, or write to the relevant project lead. If this is not possible, the complainant should contact another project lead or site manager from within **Brogdale CIC**.

Extract from the **Brogdale CIC's** complaints policy, Page 1.

Signed

Name

\_\_\_\_\_

Role

Date

\_\_\_\_\_