

GALLEON CENTRE POLICY ON ABUSIVE OR VIOLENT BEHAVIOUR BY CUSTOMERS



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Scottish Charity No. SC 00 8314

The Galleon Centre has a statutory obligation to provide a safe and secure environment for its staff and others as well as a moral duty to take all reasonable steps to protect and support staff.

This policy is designed as an important step in improving the Centres ability to tackle incidents of abuse and in some cases violence. The aim of the policy is to detail behaviours which are unacceptable and the sanctions available in the event of such behaviour.

The Galleon Centre Management will not tolerate abusive or violent behaviour and decisive action will be taken to protect staff and visitors.

Unacceptable Standards of Behaviour

The following examples of behaviour are not acceptable within or around the facility.

- Excessive noise e.g. loud or intrusive conversation or shouting
- Threatening or abusive language involving swearing or offensive remark
- Derogatory racial or sexual remarks
- Malicious allegations relating to staff or visitors
- Offensive sexual gestures or behaviour
- Abusive alcohol, drugs or medically identified substance abuse
- Drug dealing
- Wilful damage to Galleon Centre property
- Theft
- Threats or threatening behaviour
- Violence
- Bullying and harassment
- General Unreasonable Behaviour

The Equal Opportunities Commission Employment Code of Practice defines harassment as:

“Reciprocated, unreciprocated and unwelcome comments, looks, actions, suggestions or physical contact that is found objectionable and offensive and that might threaten an employee’s job security or create an intimidating environment.”

Bullying has been defined as:

“The use of strength or power to coerce others by fear to persecute or oppress by force or threat”.

Customer

Customers who display any of these behaviours will be asked to stop. The Senior Manager on duty will then offer the individual the opportunity to explain their actions. If the explanation is unsatisfactory or the customer continues to fail to comply with the required standard of behaviour they will be asked to leave the premises. In the event of violent or threatening behaviour or refusal to leave the premises the Police may be contacted.

Any customer behaving in an unlawful manner will be reported to the Police, the centre may seek an application of the maximum penalties available in law.

If any customer disagrees with any decision taken, they have a right to appeal in writing to the General Manager. The General Manager may decide to exclude any individual who behaves in a manner deemed as unacceptable from using the facility permanently.

Staff

It is the responsibility of any member of staff involved in an incident with a violent or abusive customer to ensure it is reported immediately. The Duty Manager must obtain written reports from all staff involved or witnesses in any incident of this nature.

If any member of staff observes any act of bullying, harassment, verbal or physical abuse to a colleague, it is your duty to seek assistance for that person.

Guidance on Dealing with Abusive Customers

(i) Telephone conversation

You may terminate a telephone call with a person who is making abusive or discriminatory remarks without prior reference to a manager.

Before doing so you should tell the person politely but firmly that such remarks are unacceptable and that you will end the call unless they stop. If you have a hands free telephone, request a colleague listen to the caller via the hands free service.

Request the caller to desist from making unacceptable remarks and that they are on hands free and are being listened to by a colleague. (It would also be beneficial to have the individual's details so this behaviour can be followed up on.)

If the person persists, say that you are ending the call, replace the handset and take a note of the contents of the call. Any witness can also contribute a minute.

A Duty Manager should be alerted as soon as possible.

Offensive Remarks in Written Material

- The Manager should respond in writing, explaining that the statements are unacceptable, explaining why this is. The individual should be given the opportunity to explain themselves.

Offensive Remarks Face to Face

- Contact the Duty Manager immediately.
- The Duty Manager may feel comfortable challenging offensive statements but must not risk personal safety to do so and should whenever possible be accompanied by another member of staff.
- End the conversation and ask the individual to leave if necessary.
- The issue should then be addressed to the individual in writing.

Support

The Galleon Centre Management will support staff distressed by abusive behaviour and will find ways to deal with it which are sensitive to their needs, especially where abuse can affect them personally. Remember support and advice is available.