



Acceptable Behaviour Policy

Reviewed May 2011

Reviewed April 2012

Introduction

Kingston Mencap values the positive, productive and friendly relationship that it has developed over the years with its members, employees, volunteers and partnership organisations. Kingston Mencap wishes to continue this and develop further on the basis of mutual respect and civility.

Kingston Mencap has a duty to create an environment for its members, employees and volunteers that is free from harassment, intimidation, aggression or coercion. Criticism is welcomed but presented in a constructive and appropriate manner.

Kingston Mencap will communicate with members, employees and volunteers in an appropriate manner and professional style.

Kingston Mencap will treat an incident of unacceptable behaviour towards members, employees and volunteers seriously and take appropriate action.

Examples of Unacceptable Behaviour (this list is not exhaustive)

- Physical or verbal abuse, including offensive, degrading or vulgar language
- Excessive and/or unreasonable criticism
- Public or private sarcasm resulting in humiliation
- Any form of behaviour which may be deemed as harassment

Examples of unacceptable behaviour may include where the behaviour is verbal, in writing, by email etc and may be an isolated incident or a continued pattern of behaviour. All incidents will be acted upon quickly and fairly.

Any occurrence of unacceptable behaviour which is brought to Kingston Mencaps attention will be recorded and dealt with according to the following procedure.

Procedure for Dealing with Unacceptable Behaviour

Kingston Mencap will issue a verbal warning or written letter depending on the seriousness of the unacceptable behaviour. This verbal warning or written letter will explain to the person concerned that any reoccurrence of the unacceptable behaviour will be taken very seriously as a breach of the terms of Kingston Mencaps Membership Agreement.

Witnessing Incidents of Unacceptable Behaviour

If any employee or volunteer witnesses unacceptable behaviour the club leader should be informed. If the club leader is conducting unacceptable behaviour a Kingston Mencap Trustee should be informed.