



Aggressive Behaviour Policy

Aim:

- **Venture Kids** does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict.
- Our Club is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour

- Unacceptable behaviour includes, but is not limited to, the following:
- Shouting at members of staff, whether in person or over the telephone.
- Physically intimidating a member of staff, e.g. standing too close or blocking their exit.
- Using aggressive or abusive hand gestures, e.g. shaking a fist towards another person.
- Any other threatening behaviour, both physical and verbal.
- Physical violence: pushing, hitting, slapping, punching or kicking.
- Racist or sexist or otherwise abusive comments.
- At **Venture Kids** we do not tolerate such behavior, whether it is directed at the staff or at any of the children in our care.

Procedure:

- If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Club, we will take the following steps:
- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.
- The manager or senior member of staff will seek to resolve the situation through calm discussion.
- If the individual wishes to make a complaint we will encourage them to follow the Club's Complaints procedure, or to complain directly to Belfast Health and Social Care Trust if they so choose.
- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately. Failing this, police will be contacted.
- When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time.
- The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.
- If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

Related policies

See also: **Equal Opportunities policy, Complaints policy, Safeguarding policy.**

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