

LLE Safeguarding Policy (SP)

SP18 - Policy on Dealing with Unacceptable Behaviour Adults

Date of policy: 20 May 2015

Last reviewed: 2 January 2018, 14 December 2018, 4 December 2019, 11 December 2020, 14 January 2022, 20th January 2023; 29 October 2023; 20 December 2024

Next review date: December 2025 or whenever necessary

Introduction

This policy sets out our approach to any complaint of unacceptable behaviour. Complainants include Home Tuition Teachers, Living Learning English employees or anyone else who contacts our offices in connection with a complaint of unacceptable behaviour of a Living Learning English member of staff, student or teacher.

We seek to:

- put the customer at the heart of all we do;
- fully support our employees and self-employed teachers;
- provide a prompt and responsive service, ensuring that our communications are clear;
- make it clear to all complainants, both at initial contact and throughout their dealings with us, what we can or cannot do in relation to their complaint. In doing so, we aim to be open and not raise hopes or expectations that we cannot meet;
- deal fairly, honestly, consistently and appropriately with all complainants, including those whose actions we consider unacceptable. We believe that all complainants have the right to be heard, understood and respected. We also consider that our employees and self-employed teachers have the same rights;
- ensure self-employed teachers and our employees do not suffer any disadvantage from complainants who act in an unacceptable manner.

Unacceptable Actions

We:

- recognise that in times of trouble or distress people may act out of character;
- do not view behaviour as unacceptable just because a complainant is forceful or determined;
- accept that being persistent can be a positive advantage when pursuing a complaint;
- understand that the state of a person's mental health can affect behaviour

The unacceptable behaviour we aim to manage using this policy may take the form of:

Aggressive or Abusive Behaviour

Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether oral or written) that may cause staff to feel afraid, threatened or abused. Examples of behaviours grouped under this heading include threats, physical violence, bullying, personal verbal abuse, derogatory remarks and rudeness. We also consider that inflammatory statements and unsubstantiated allegations can be abusive behaviour, as can discrimination based on a person's age, disability, ethnicity, class, religious beliefs, gender, sexual orientation or sexual identity.

We expect our employees and self-employed teachers to be treated courteously and with respect. Violence or abuse is unacceptable.

Managing Unacceptable Actions

There are very few students whose actions we consider unacceptable. How we aim to manage these actions depends on their nature and extent:

1. The Living Learning English head office will be contacted immediately
2. All unacceptable actions will be recorded on an Incident report form and the necessary people informed (e.g. agents)
3. Immediate and appropriate action will be taken
4. If the incident is considered minor and a one-off, the teacher may, after full discussion and support from Head Office, agree to continue the course
5. Generally, any unacceptable actions will result in a student being asked to leave the course immediately
6. Incidents where physical violence is used or threatened will always be reported to the police.