

ABUSIVE BEHAVIOUR POLICY

The Language Training Co. believes that all students and staff have the right to work/learn in a safe and tolerant environment. This policy acknowledges that all forms of bullying, harassment, violent or abusive behaviour are unacceptable. Staff and students have measures in place to report and respond to reported bullying and harassment.

Employees and students found to be taking part in bullying and harassing behaviour will be subject to disciplinary action.

Definition of bullying/abuse

Abuse or bullying is behaviour towards any person that deliberately or unknowingly causes harm, endangers life or violates their rights. Abuse may be:

- Physical
- Sexual
- Psychological: repeatedly being made to feel unhappy, humiliated, afraid or devalued by others
- Financial or material: stealing or denying access to money and possession
- Discriminatory: abuse motivated by discriminatory attitudes towards race, religion, gender, disability, or cultural background
- Cyber: all areas of internet (email /social network issues)
- Mobile: threatening texts or calls

Isolated incidents are not considered bullying. Bullying is continual targeting of an individual by another person or group of people.

Responsibilities

The Managing Director and Director of Studies will ensure the policy is reviewed and updated regularly and that the policy and procedures are implemented.

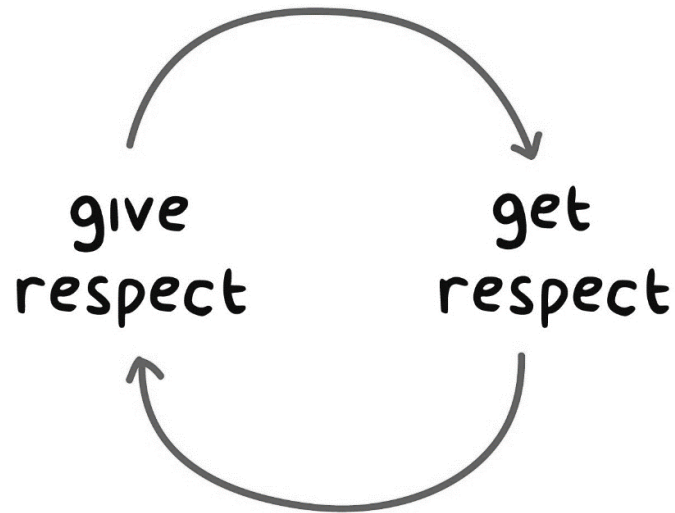
Procedure

1. Refer any incidents of bullying or abuse to a member of the Academic Management Team
2. For under 18s please report incidents to a Safeguarding Officer where possible (see point 8 also)
3. All claims of bullying and /or harassment should be investigated
4. Any complaint made will be investigated fully and if necessary, a complaint may be made to the police.
5. In cases of abuse involving staff, *The Language Training Co.* will apply the staff disciplinary procedure.

6. In some cases, a reconciliation may be considered and accurately recorded. The line manager will explain to the person acting unkindly that their actions are not acceptable and ask them to apologise or resolve the situation.
7. If the victim of abuse is a student under 18, the Welfare Officer will inform the parents of what has happened, and the steps taken to resolve the situation.
8. The Welfare officer will take immediate action to restrict the actions of the perpetrator and if the abuse/bullying continues, they will be expelled and sent home as soon as possible.
9. Any incidents of abuse towards staff or students will be logged in the complaints file.

Aggressive Behaviour

Zero Tolerance Policy



Our staff come to work to care for others, and it is important for everyone to be treated with courtesy and respect.

We have a **Dignity at Work and Zero Tolerance policy**. This means that aggressive or violent behaviour towards our staff or any member of the public within our school will not be tolerated under any circumstances.

Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be given a written warning, advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal from the premises. There will be no appeal process or refunds. Please refer to our Terms and Conditions.

We feel sure that you will understand that proper behaviour is absolutely necessary for our staff and students and that non-observance will not be accepted.

The Language Training Co. Team