AGRESSIVE BEHAVIOUR POLICY

1. AIM

Clubland is committed to providing a safe, welcoming and respectful environment for children, their families and our staff.

We do not tolerate bullying, aggressive, confrontational or threatening behaviour from any person, including parents, carers, visitors, contractors or members of the public.

Our clubs are places where children should feel safe and secure, and where our staff should be able to work without fear of intimidation, abuse or violence.

2. UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour includes, but is not limited to:

- Shouting at or verbally abusing a member of staff, whether in person, over the telephone or through written or electronic communication
- Using threatening, intimidating or confrontational language or behaviour
- Physically intimidating another person, for example by standing unnecessarily close to them or blocking their way
- Using aggressive or threatening gestures
- Swearing or using offensive or abusive language
- Making threats of violence or causing harm
- Physical violence, including pushing, hitting, slapping, punching or kicking
- Spitting
- Racist, sexist, homophobic or otherwise discriminatory or abusive comments
- Any behaviour intended to intimidate, threaten, distress or provoke conflict

Clubland does not tolerate this behaviour whether it is directed towards a member of staff, a child attending Clubland or any other person on our premises.

3. PROCEDURE

If a parent, carer, visitor or member of the public behaves in an unacceptable way towards a member of staff or a child, we will take the following steps:

- Where necessary, children will be moved away from the situation to ensure their safety and minimise any distress.
- The Playscheme Manager or another senior member of staff will seek to resolve the situation calmly and professionally.
- If the individual has a concern or complaint, they will be encouraged to follow Clubland's **Concerns, Compliments & Complaints Policy**.
- If the individual continues to behave in an aggressive, threatening or intimidating manner, they will be asked to calm down and/or leave the premises.
- If the individual refuses to leave or the situation presents an immediate risk to the safety of children or staff, the police will be contacted.

Staff should not put themselves or others at risk when dealing with aggressive behaviour. Where there is an immediate threat of violence or harm, staff should prioritise the safety of the children and themselves and seek assistance from the police where necessary.

4. FOLLOWING AN INCIDENT

Once the immediate situation has been resolved, the Playscheme Manager and relevant staff will review the incident and consider whether any further action is necessary.

This may include:

- Recording the incident and any actions taken
- Informing the Company Director or relevant member of the Clubland management team
- Reviewing any safeguarding concerns arising from the incident
- Considering whether the individual should be restricted from entering Clubland premises for a period of time
- Considering whether any additional measures are needed to protect children, staff or others

Any decision to restrict an individual's access to Clubland premises will take into account the seriousness of the incident, the circumstances surrounding it and whether there have been previous incidents of unacceptable behaviour.

Where appropriate, the individual will be informed in writing of the reasons for the restriction and how long it will remain in place.

Clubland will always aim to deal with incidents fairly and proportionately, while ensuring that the safety and wellbeing of children and staff remains our priority.

5. RELATED POLICIES

See also related policies: **Concerns, Compliments & Complaints Policy, Equal Opportunities Policy** and **Safeguarding Policy.**