

Acceptable Behaviour Policy

The Toby Henderson Trust is committed to providing an excellent service to the individuals, families and professionals and we will always do our best to help. In return, we expect that our service users behave appropriately and treat our employees with courtesy, consideration and respect to allow them to carry out their work

The vast majority of the families that we work with are satisfied with our services, but we recognise that occasionally, some are not.

We accept that some people may at times, react and respond to situations when they are under stress or are distressed but in a very small number of cases, some families may behave in ways that are inappropriate and unacceptable, despite our best efforts to help them.

About our Acceptable Behaviour Policy

This policy allows us to deal with unacceptable behaviour in a consistent and professional way

It outlines to both the employees and the service users of The Toby Henderson Trust, what we consider to be unacceptable behaviour and then explains the steps we may need to take to deal with such behaviour

This policy applies to all individuals, families and professionals that The Toby Henderson Trust works with

Definition of unacceptable behaviour

This is any behaviour (written, physical or verbal) that The Toby Henderson Trust considers that might cause our employees to feel intimidated, offended, bullied, harassed or uncomfortable.

Examples of unacceptable behaviour include, but are not limited to:

- Threatening emails and telephone calls
- Inappropriate comments on all social media platforms
- Allegations with malice

- Any form of physical violence or threat of physical violence
- Derogatory racial, sexist, ageist, homophobic, personal or defamatory remarks
- Comments relating to disability, gender, religion or beliefs

Unreasonable demands and vexatious complaints

Some families make unreasonable demands on the employees of The Toby Henderson Trust through the:

- Amount of information they require
- Nature and scale of the service they expect, especially being a charitable organisation
- Volume of correspondence they generate

We accept that persistence is not necessarily a form of unacceptable behaviour, however, a service user who persistently contacts The Toby Henderson Trust about the same issue can generate a disproportionate amount of time, as well of our resources. This in turn, affects our ability to work with and provide our services to other families and professionals

Unreasonable demands and vexatious complaints but are not limited to:

- Excessive volume of contact without allowing sufficient time for a response to previous correspondence
- Insisting on speaking to particular member of staff when a suitable alternative has been offered
- Inappropriate visits to our site at both Toby House and The Autism Hub
- Refusing to follow and comply with our comprehensive complaints procedure

Actions we may take as a result of unacceptable behaviour

Our employees don't have to tolerate unacceptable or vexatious behaviours when communicating with our families

When this occurs, all of our employees have the right to:

- Place callers on hold to seek advice and support from senior management
- End the telephone/ video conferencing call with immediate effect.
- Ask the service user to leave the premises immediately
- Not reply to an abusive email/ letter/ comments on social media

Before taking any action, it is reasonable to expect you are warned that your conduct is being considered offensive or unacceptable and allow you the opportunity to moderate your behaviour

If these circumstances arise, we may need to take the following steps:

- Ask you to modify your behaviour and explain why we would like you to do this
- If behaviour continues, employees will remove themselves from the situation
- If communication is by telephone or via a video conferencing platform, you will be informed that the call will be terminated
- The employee will inform senior management and the incident will be recorded
- In all cases, a manager will investigate the situation and decide what action to take
- If needed, we will refer the matter to the police when it is our belief that a criminal offence has been threatened or committed

Communication restriction

If you continue to display unacceptable behaviour, the CEO/Director of Care Services at The Toby Henderson Trust can authorise the decision to temporarily or permanently restrict communication with you

If communication with you is to be restricted, you will be informed of our decision. This will be done, where possible, in writing but we may also tell you by phone and supported by relevant notes in our records

Communication restrictions may be:

- Limited to being carried out in writing
- Limited to be with a specific individual
- Removed and blocked from our social media platforms
- Contact may be limited to a specific email address or telephone number