



Abusive and Unacceptable Behaviour Policy

It is the policy of Leeds English Language School to protect its staff, students, visitors, contractors and agents, against any unacceptable behaviour that may compromise their safety, health and welfare. Any form of violence, harassment, bullying and abuse, including verbal abuse, against or coming from the above-named individuals is unacceptable and will not be tolerated.

Violence, harassment, bullying and abuse are a crime, and Leeds English Language school will work with the Police to prevent it.

The purpose of this policy is to provide the framework for protecting anybody who is directly or indirectly involved with Leeds English Language School against unacceptable behaviour displayed by the individuals covered in the scope of this policy. It also outlines the procedure for dealing with unacceptable behaviour.

Managers have the responsibility to ensure that this policy and the related procedures are available to, and understood by staff for which they have a direct responsibility.

All employees shall comply with this policy and report any acts of violence, aggression and harassment to their manager whether committed by staff, students, visitors, contractors or agents

Staff are responsible for implementing the **bullying/harassment policy** and bringing them to the attention of all students. Responsibilities include treating complaints of bullying/harassment seriously, being sensitive to personal feelings and perceptions and ensuring complainants are not victimised as a result of making a complaint.

Students, visitors, contractors and agents should comply with this policy; and shall immediately report any acts of violence, aggression and harassment to the centre whether committed by staff, students, visitors, contractors or agents



Unacceptable behaviour includes the following:

- Violence & Aggression - Any incident, in which a person is verbally abused, threatened or assaulted.
- Harassment (Please refer to the **Bullying & Harassment Policy**)
- Disruptive Behaviour - Any action by one or more persons that, whilst not constituting violence, aggression or harassment has a significant adverse impact on the immediate well-being of staff and students, visitors, contractors and agents
- Physical - The definition of physical assault is "The intentional application of force against the person of another without lawful justification, resulting in physical injury or personal discomfort".
- Non-physical - The definition of non-physical assault is "the use of inappropriate words or behaviour causing distress and/or constituting harassment".

The following are examples of unacceptable behaviour:

- Wilful damage to property
- Threatening or abusive language involving excessive swearing or offensive remarks
- Unwanted remarks of a racial, sexist or other discriminatory nature considered offensive by the recipient or by a colleague
- Malicious allegations relating to staff, students, visitors and agents, host families arranged by Study Links and any other occupants in the home stay
- Refusal to be served or taught by an individual member of staff through personal prejudices
- Excessive noise, e.g. loud or intrusive conversation or shouting.
- Bullying
- Repeated lateness

It is important to remember that such behaviour can be either in person, by telephone, letter or e-mail or other form of communication such as graffiti.



The appropriate and proportionate response to incidents will depend on the individual circumstances of each incident.

Unacceptable behaviour of any kind will not be tolerated and disciplinary procedures will be implemented. Any staff or students subjected to abuse or bullying will be fully supported and in cases of a serious nature instant dismissal will take place.

