

Guidelines for addressing unacceptable Adult behaviour.

Introduction

Although, the vast majority of adults that the staff at Fundamental Movement Academy (FMA) deal with are courteous and rational, at times a small minority behave in a discourteous and irrational manner.

Aims:~

- To build positive relationships with all adults who interact with the staff of FMA.
- To ensure all staff feel comfortable and safe at work.

Strategies:~

- All staff will make every effort to remain calm and professional when dealing with difficult situations.
- Clear expectations of behaviour will be displayed at the entrance to FMA and on the website.
- All levels of unacceptable behaviour will be addressed either informally or formally.

Definitions of levels of unacceptable behaviour.

1. Rudeness- aggressive response to staff following FMA guidelines.
2. Aggressive – verbal abuse, shouting in front of staff, other adults and especially children.
3. Swearing at a member of staff or in front of adults or children.
4. Violent – physical abuse, threat of physical abuse.

Consequences:~

1. Rudeness: Dealt with informally by a member of Management.
2. Aggressive: Dealt with formally by a member of Management, the adult to be asked to apologise and a warning letter issued by the Manager stating that further aggressive behaviour will result in a ban from the premises.
3. Swearing at a member of staff etc. Immediate ban and the adult concerned will attend a meeting with the Manager and another member of the Management team before they are allowed back on the site.
4. Violent: Immediate ban and the adult concerned will attend a meeting with the Manager and another member of the Management team before they are allowed back on the site. Also, the incident will be reported to the police.

Investigation:

To ensure an effective resolution of a situation resulting in unacceptable behaviour a member of the management team may decide to thoroughly investigate an occurrence taking into account all participants views.

Outcomes:

- A positive and harmonious environment for children to train in.
- A safe and comfortable environment for staff to work in.
- Positive relationships between all adults associated with FMA.

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