



Behavioural Policy

Introduction

At RJ4All Europe, we are committed to fostering a safe and respectful environment for all individuals involved in our organisation. Our Behaviour Policy outlines our expectations for conduct and interactions, emphasising mutual respect, inclusivity, and professionalism. This policy serves as a guiding framework to promote positive behaviour, prevent conflicts, and address any instances of misconduct or inappropriate behaviour promptly and effectively. By upholding the principles outlined in our Behaviour Policy, we strive to create a welcoming and supportive atmosphere where everyone feels valued, heard, and respected.

Purpose of this policy

With a primary focus on managing unacceptable behaviour consistently and fairly, this policy delineates clear guidelines regarding what constitutes unacceptable behaviour and outlines the steps we may undertake to address such conduct effectively. It is designed to apply universally, encompassing all individuals who access our premises or receive our services, whether they are staff members, visitors, or volunteers. By implementing this policy, we aim to safeguard the well-being of both our staff and the public, ensuring they are protected from any form of abuse or harm.

Principles

Our premises and services exist to facilitate a healthy, vibrant and inclusive community of people.

This means that RJ4All, its staff (whether employed or voluntary), service users, hirers, and the general public who access premises or receive our services, each have a responsibility to contribute to an environment where people and property are:

- Valued and respected (regardless of age, background, ethnicity, gender identity, political affiliation, race, religion (or none) or sexual orientation)
- Treated courteously and respectfully at all times and in all circumstances
- Permitted to engage in the activities without hindrance
- Encouraged to work with each other to solve differences and avoid conflict
- Encouraged to consider the needs of others and moderate their own behaviour

We believe that the vast majority of people know how to behave in ways that support a healthy, vibrant and inclusive community and how to moderate their behaviour in appropriate ways so that their behaviour does not negatively impact other people or spoil their enjoyment of our services and facilities.



Definition of unacceptable behaviour

Unacceptable behaviour means acting in a way that is unreasonable, regardless of the level of someone's stress, frustration or anger. RJ4All's definition of 'unacceptable behaviour' might include, but is not necessarily limited to:

- **Aggressive or abusive behaviour:** any behaviour which might reasonably be understood to intend by words, actions, attitudes or gestures to inflict hurt or harm on others or their property, or that could cause our staff, service users or any other member of the public accessing our services and facilities to feel afraid, threatened or abused.
- **Bullying:** any behaviour that is intimidating, malicious or insulting that can make a person feel vulnerable, upset, humiliated or undermined, whether physical, verbal or non-verbal.
- **Property damage:** including damage to our premises or personal property.
- **Harassment:** any unwanted physical, sexual, verbal or non-verbal conduct that has the purpose of creating an intimidating, hostile and degrading, humiliating or offensive environment for them.
- **Offensive language or body language:** such as offensive or coarse language.
- **Discrimination:** our services are open to everyone and nobody should be made to feel excluded due to any protected characteristic (age, race, religion or belief, sex, sexual orientation, disability, pregnancy and maternity or marital status)
- **Offensive materials:** Including publishing, displaying or circulating offensive materials whether discriminatory, racist, sexist, pornographic or otherwise offensive
- **Victimisation:** any unfavourable treatment of a person (the victim) because they have brought discrimination proceedings or made an allegation of discrimination or harassment

Any behaviour described above occurring via digital means (for example via social media), will still be considered unacceptable behaviour.

How we will respond to incidents of unacceptable behaviour

Safeguarding

RJ4All staff have a duty to consider the safe use of the RJ4All premises and services by the entire community. If individuals using our facility threatens to harm themselves or others, we will consider disclosing this to a relevant health professional. We may also contact the police or any other authorities as appropriate, if others are threatened with harm, or witness any form of behaviour which they believe to be criminal.

Intervention

If any of the unacceptable behaviours listed above occurs, staff shall take the following steps:





Step 1. First level of intervention

It is expected that any of these unacceptable behaviours will be brought to the attention of the person behaving in this unacceptable way by anyone affected by this behaviour. It is expected that this will be done politely and respectfully, and it is expected that the unacceptable behaviour will be moderated immediately.

Step 2. Second level of intervention

Staff may ask a person whose unacceptable behaviour is not being moderated appropriately to leave the premises with immediate effect.

Wherever possible, staff should request another member of staff to assist in requesting a person to leave the premises. Staff should not intervene if they consider they are putting themselves or others in danger by doing so. Instead, they should report the matter immediately to their line management.

This unacceptable behaviour will be recorded by the RJ4All staff on the incident log, and reported to a line manager or in the absence of a line manager, the Director.

Step 3. Third level of moderation

Where a person is unable or chooses not to moderate their behaviour, and the unacceptable behaviour is likely to be a criminal act, staff must report it to their line management immediately, who, in turn, will report it to the Director. Staff must log these behaviours in the RJ4All incident log providing as much detail as possible on the day of the incident.

The behaviour should then be discussed between the line manager and the rest of the team to agree on the most suitable next steps should the user attempt or wish to use the RJ4All services again. A course of action should be considered in light of the below-suggested list, while also considering the severity of the behaviour:

1. If the user has not yet acknowledged the RJ4All Behaviour Policy, kindly request them to read it. Following this, engage in a discussion with staff to ensure comprehension of the policy's expectations and confirm their willingness to abide by it, thereby preventing any recurrence of previous behaviour.
2. If the user has previously acknowledged the RJ4All Behaviour Policy, remind them of its provisions and engage in a discussion with staff to reaffirm their commitment to adhere to it, ensuring avoidance of past issues.
3. In cases where behaviour necessitates intervention, implement a temporary short-term ban from the centre. Following this, proceed with steps 1 or 2 as applicable, engaging in discussion and reinforcing the importance of complying with the RJ4All Behaviour Policy.
4. If behaviour persists despite previous interventions, consider implementing a temporary ban from the centre and involve Restorative Justice Practitioners. This step aims to address underlying





issues, promote accountability, and facilitate resolution in alignment with RJ4All's behavioural expectations.

After discussion, if the behaviour is commonly agreed to be criminal, the Director will report the behaviour to any relevant authorities such as the Police.

Step 4. Fourth level of moderation

In extreme cases, RJ4All staff may consider a longer-term or permanent ban on any person whose behaviour is persistently unacceptable or criminal, in order to ensure the safety of the wider community which RJ4All Europe serves.

Such a ban should be decided after having involved and discussed with qualified Restorative Justice practitioners and relevant authorities such as the Police.

If any staff member has any questions or concerns about this policy, they should raise them promptly with the Director.

Dated: 22.2.24

Signed off: Dr. Theo Gavrielides, RJ4All Europe Director



Dr. Theo Gavrielides
Director



RJ4ALL EUROPE
Rigainis 4, Nicosia
1010, Cyprus
+35799363732
Company no 45167
www.rj4all.eu

