



**YOUTH
ACTIVE**
INSPIRING YOUNG PEOPLE

Zero Tolerance Policy

This policy will be reviewed every three years, or sooner where changes in government legislation or statutory guidance require it.

Dated: September 2025

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1. Policy Statement

Youth Active CIC takes it very seriously if a member of staff or a volunteer is treated in an abusive or violent way. The Charity enforces a zero tolerance approach to abuse against staff members. This means that all staff have the right to care for children and other service users, and to carry out their duties, without fear of being attacked or abused.

No member of staff should be required, or feel obliged, to deal with anyone, whether face to face, over the phone or in writing, who is behaving in a threatening, abusive or violent way. In these circumstances, a member of staff has the right to end the interaction and should refer the matter to their immediate supervisor.

2. Mutual Respect

To provide our services well, there needs to be mutual respect between all staff, service users, parents and carers. Our staff aim to be polite, helpful and sensitive to individual needs and circumstances, and would respectfully remind service users, parents and carers that staff are often dealing with a wide range of tasks and situations at the same time.

Staff understand that service users, parents and carers do not always act reasonably, and will take this into account when handling a misunderstanding or complaint. However, aggressive or threatening behaviour, whether violent or abusive, will not be tolerated. This may result in a child being removed from the service and, in extreme cases, the Police being contacted.

3. What Counts as Threatening Behaviour

Threatening behaviour includes, but is not limited to, threats of violence towards members of staff or any other person. This might, for example, be sexist, racist or homophobic in nature, and can include an intimidating tone or language, swearing, or aggressive body language.

4. Behaviour We Will Not Accept

To help us maintain good relationships with the parents and carers of our service users, we ask everyone to read and take note of the types of behaviour we consider unacceptable:

- Using bad language or swearing at staff.
- Any physical violence towards a member of staff or another child within the setting, such as pushing or shoving.
- Verbal abuse towards staff in any form, including insults, shouting or screaming.
- Racial abuse or sexual harassment, which will not be tolerated in any of our settings.
- Persistent or unrealistic demands that cause stress to staff. We will meet reasonable requests wherever possible, and explain clearly when we cannot.
- Causing damage to, or stealing from, the premises, staff, or another service user, parent or carer.

We ask that you treat our staff courteously at all times.

5. Communicating This Policy

This policy will be shared regularly with parents and carers, through face to face conversations, written communication, text message, email and our website.

6. Monitoring and Review

This policy will be reviewed every two years, or sooner where changes in government legislation or statutory guidance require it. It should be read alongside Youth Active CIC's Behavioural Policy, Complaints Procedure and Health and Safety Policy.