



**The  
Box Moor  
Trust**

**Unacceptable  
Beneficiary/Public Behaviour  
Policy**

## **Unacceptable Beneficiary/Public Behaviour Policy**

### **Introduction**

The Box Moor Trust is committed to managing the Box Moor Trust estate on behalf of its beneficiaries as a community resource and environmental asset. The Trust holds heritage, environmental awareness and health and safety at the heart of all activities.

We believe that all beneficiaries have the right to be heard, understood, and respected. We also consider that Boxmoor Trust employees, Trustees and volunteers (“Staff”) have the same right.

The majority of contact that Box Moor Trust Staff have with beneficiaries and the public is positive. Very occasionally a beneficiary or member of the public acts in a way that we consider unacceptable.

We understand that people sometimes get frustrated, and we want to hear our beneficiaries’ concerns so that we can change direction, amend activities, or explain in full our decisions and actions. We will not, however, accept any form of words or behaviour which we consider is bullying, harassing, threatening, insulting, discriminatory or abusive directly or indirectly towards our Staff.

### **Our policy**

All beneficiaries and other members of the public will be dealt with in a fair, honest and consistent way.

Social Media platforms, activities and events are accessible to all customers. However, we may restrict or change access to platforms, activities or events when a beneficiary or other member of the public behaves in an unacceptable way. This is further outlined in our Social Media Policy.

We will endeavour to ensure that the physical, mental, and emotional safety of beneficiaries, other members of the public, visitors and Staff are not at risk from anyone who behaves in an unacceptable way.

We will alert the Police if it is considered that there is a danger to Staff, beneficiaries or members of the public, or if any law is infringed.

### **Definition of unacceptable behaviour**

The Box Moor Trust defines unacceptable behaviour as:

Any behaviour which is damaging or has hurtful effects either physically, mentally, or emotionally on other people or that leads to Staff being afraid for their personal safety.

Examples of the sort of behaviour this includes, but is not limited to:

- aggressive or abusive behaviour such as shouting or personal insults
- bullying, harassment, or prejudicial remarks
- aggressive, vexatious, malicious, or threatening behaviour
- assault – whether resulting in injury or not
- injury caused by pets, for example dogs
- threat of harm to property or family
- use of language that is racist, sexist, homophobic, transphobic, ageist, or could be perceived as an insult to any protected characteristic
- any action that has the purpose or effect of violating the recipient's dignity and/or creating an intimidating, hostile, degrading, humiliating or offensive environment
- sexual abuse or harassment
- persistent and unreasonable criticism or complaints.

### **Our responsibilities**

Our Staff are responsible for ensuring their own Health, Safety and Wellbeing is always maintained, followed by:

- Delivering a high standard of communication and/or explanation and taking reasonable steps to avoid a potentially difficult situation from escalating.
- Considering their own behaviour when dealing with beneficiaries and/or other members of the public.
- Being aware of and following the Box Moor Trust's Health and Safety procedures.
- Reporting any incidents of unacceptable behaviour to their line manager.

### **Managing unacceptable behaviour by beneficiaries and/or other members of the public**

On each occasion where unacceptable behaviour is observed by us, or reported to us, we will investigate and decide on the appropriate action to take.

When further action is appropriate, the following actions may be considered:

- Restricting the method of contact for a beneficiary or other member of the public to a particular form (e.g. telephone). This would mean stopping all contact which is not in the designated form for a period of time.
- Reporting the incident to the police and support any independent police actions.
- Specifying a named officer to be the sole point of contact for the beneficiary or other member of the public.
- Asking the beneficiary or other member of the public to enter into an agreement about their future behaviour.
- In a limited number of cases, taking legal action against the beneficiary or other member of the public.

Should further action be considered appropriate, we will endeavour to:

- Inform the beneficiary or other member of public of the decision.

- Keep a record of the investigation and its outcome.

**Please note**

**If an incident has taken place on one of our Social Media platforms, please see our Social Media Policy. In principle any incident where unacceptable behaviour is exhibited to any Staff or which could lead to Staff being afraid for their personal safety, will result in the person involved being restricted from all our Social Media platforms.**