

***Chorley Parish Church of St. Laurence***

***in the Church of England Diocese of Blackburn***

**Unacceptable Behaviour Policy and Procedure**

**Issue 1: November 2024**

**Unacceptable Behaviour Policy and Procedure (with particular reference to Taste Café and Open Table)**

**Purpose of this policy**

This policy means we can manage unacceptable \*customer /visitor behaviour consistently and fairly. It sets out clearly what we consider to be unacceptable and the steps we may take to deal with such behaviour. It applies to everyone who falls under the above categories\*

**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. It may involve acts, words or physical gestures that could cause another person distress or discomfort.

**Principles**

Customers/visitors can expect that our employees/volunteers will always:

* treat everyone who comes into St Laurence’s’ with respect, empathy, and dignity
* listen and understand
* behave in line with the Code of Conduct and Christian ethos of our church.

We expect people accessing our Taste Café and Open Table provision to:

* treat us and other users with respect, empathy, and dignity
* be courteous

**Aggressive or abusive behaviour**

This is behaviour or language (written or spoken) that could cause our staff/volunteers or other customers /visitors to feel afraid, threatened or abused. This also includes threatening emails, telephone calls, meetings, and comments on social media or elsewhere.

For example:

* insulting or degrading language, including inappropriate humour, innuendo or malicious allegations
* any form of physical violence or threats of physical violence
* derogatory, racist, sexist, ageist, or homophobic remarks
* comments relating to disability, perceived gender, religion, belief, or any other personal characteristics
* repeatedly disturbing others with over-raucous behaviour

**How we will respond to incidents of unacceptable behaviour**

We do not expect our employees/volunteers to tolerate unacceptable behaviour when communicating with our customer/visitors.

We will always warn customers /visitors that they are behaving in an unacceptable way to give them the chance to change their behaviour. However, a warning will not be given in extreme cases to protect our staff/volunteers/customers for example, when a physical threat is made. If this is the case the offender will be asked to leave immediately and the Police informed.

**Where these circumstances arise, we will take the following steps:**

* We will ask customers/visitors to modify their behaviour and explain why
* If the behaviour continues to be unacceptable, the customer will be asked to immediately leave the building. Depending on the circumstances, they may be served by a different volunteer/employee outside on the benches. This is at the discretion of the Lead and Duty staff member on the day.
* The duty staff member, with the Lead will keep a record of the incident. This is to be kept locked in the office.
* If this is the second time an issue has arisen, or a serious first incident has occurred then the Customer will be asked to absent themselves from church for a period of one week.
* If a further incident occurs, then it may be necessary to extend the period of exclusion or make this a permanent situation. This will be discussed by the Leads Team and the Clergy.
* The customer will not be excluded form attending any church services unless deemed appropriate by The Rector and Wardens
* We will refer the matter to the police where a criminal offence has been threatened or committed.

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Date of next review – November 2026