1. **Introduction**

The Broomhall Centre exists to facilitate a healthy, vibrant and inclusive community.

This means that our staff (whether employed or voluntary), volunteers including Board Members User groups/hirers, and the general public who access the Centre each have a responsibility to contribute to an environment where people and property are:

* Valued and respected (regardless of age, background, ethnicity, sex, gender identity, political affiliation, race, religion or sexual orientation)
* Treated courteously and respectfully at all times and in all circumstances
* Permitted to engage in the activities of the Centre 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 the Community Centre and its facilities.

1. **Unacceptable behaviours**

However, for the avoidance of doubt, the Centre identifies the following behaviours as totally unacceptable:

* 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; and especially:
* Bullying – whether by words (including malicious gossip and ‘jokes’), actions (such as intimidation), electronic media (posting malicious content or opinions)
* Damage to Centre property or personal property
* Harassment – whether verbally, physically, sexually or by electronic media
* Offensive language – the Centre is open to people of all ages and cultural backgrounds, and coarse and offensive language will have a negative impact on some people. Further, the neighbours of the Centre include families with young children, and they must not to be witnesses to coarse or offensive language
* Publishing, displaying or circulating offensive materials whether discriminatory, racist, sexist, pornographic or otherwise offensive
* Victimisation – a negative action or attitude towards another person based on perceived differences of opinion or belief
* Violence – whether by words or actions or attitude

1. **Sanctions for Unacceptable Behaviour**

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.

Where a person is unable or chooses not to moderate their behaviour staff (whether paid or voluntary) or a Board Member may be required to consider two questions:

* Is the unacceptable behaviour a likely criminal act?
* Will the unacceptable behaviour be moderated by further sanction?

Staff (whether paid or voluntary) and Board Members have a duty to consider the safe use of the Centre by the entire community. To safeguard the wider community, they will report to the Police any behaviour which they believe to be criminal in nature or intent.

Further, they may ask a person whose unacceptable behaviour is not being moderated appropriately to leave the premises with immediate effect. This may be enforced by the Police, if necessary.

In extreme cases, and for the safety of the community the Centre serves, the Board may consider a longer term or permanent ban on any person whose behaviour is:

* Persistently unacceptable
* Criminal in nature or intent

1. **Unacceptable Behaviour Notice**

A notice reminding staff, volunteers, users and the general public of this policy will be displayed on the centre noticeboard.

1. **Recording incidents**

All reported incidents must be recorded in the shared accidents and incidents file.

1. **Support**

The centre will provide appropriate support to anyone who has been targeted with unacceptable behaviour.