

# Harrogate Golf Club



## Behaviour Towards Employees Policy

## **1. Introduction**

Harrogate Golf Club aims to provide an excellent level of service to those with whom we interact or communicate. Similarly, we believe that all our employees have the right to be treated respectfully, and in a polite manner.

Our staff also have a right to expect us to deal with any cases of unacceptable behaviour fully and fairly.

This policy sets out the approach which will be taken in circumstances where the behaviour of an individual is considered to be unacceptable. This policy applies to anyone who is interacting or communicating with the Club including members, visitors and the public.

## **2. Policy Aims**

The aim of this policy is to ensure the Club meets its duty of care towards its staff by ensuring there is a clear and effective mechanism in place for handling instances of unacceptable behaviour from those interacting with the Club.

## **3. Defining Unacceptable Behaviour**

3.1 Individuals may act out of character in times of trouble or distress. For example, there may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because an individual is forceful or determined. However, the actions of any individual who is aggressive, unreasonably demanding or persistent can

result in unreasonable demands on our team. It is these actions that we consider unacceptable and aim to manage under this policy.

We have clear definitions for unacceptable behaviour and group these under the following headings:

### **3.2 Aggressive or Abusive Behaviour**

a. Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language, whether oral or written, that may cause staff to feel afraid, threatened or abused.

b. Examples of behaviours grouped under this heading include threats, physical violence, personal verbal abuse, derogatory remarks and rudeness. This policy would also apply to any abusive or aggressive behaviour made towards a member of staff's family or friends in connection with their work at the Club.

c. Our staff recognise that individuals may sometimes act out of character at times of stress, anxiety or distress and should make reasonable allowances for this. All incidences of harassment or aggression will nevertheless be documented.

### **3.3 Unreasonable Demands**

a. Individuals may make demands on our staff that are considered to be unreasonable, for example through the amount of information they seek, the nature and scale of service they expect or the number of approaches they make.

b. Examples of actions grouped under this heading include demanding responses within an unreasonable time-scale, insisting on seeing or speaking to a particular member of staff or representative of the Club, continual phone calls or letters, repeatedly changing the substance of the matter or raising unrelated concerns.

c. We consider these demands as unacceptable and unreasonable if they start to impact substantially on the work of the member of staff, such as taking up an excessive amount of time to the disadvantage of others.

### **3.4 Unreasonable Persistence**

a. We recognise that in some cases, individuals will not accept that we are unable to assist them further or provide a level of service other than that already provided. Individuals may persist in disagreeing with the action or decision taken in relation to their concern or contact the office persistently about the same issue.

b. We consider the actions of persistent individuals to be unacceptable when they take up what is considered to be a disproportionate amount of time and resources.

## **4. Managing Unacceptable Behaviour**

4.1 There are relatively few instances where the behaviour of actions of an individual interacting with the Club will be considered to be unacceptable. In such circumstances, we aim to manage these actions dependent on their nature and extent.

4.2 The threat or use of physical violence, verbal abuse or harassment towards our staff is likely to result in the ending of all direct contact with the individual. Incidents may also be reported to the police and will always be the case in cases where physical violence is used or threatened.

4.3 We reserve the right not to deal with any correspondence that is abusive to staff. In such circumstances, we will tell the individual that we consider their language offensive, unnecessary and unhelpful.

4.4 Our staff have the right to end telephone calls if the caller language or tone is considered aggressive, abusive or offensive. The staff member taking the call has the right to make this decision and will inform the caller that the behaviour is unacceptable. They will end the call if the behaviour persists.

## **5. Deciding to enact this policy**

5.1 Staff that experience aggressive or abusive behaviour from an individual have the authority to deal immediately with that behaviour in an appropriate manner in line with this policy.

5.2 With the exception of such immediate decisions taken at the time of an incident, all further decisions involving Members will be referred to Council to be dealt with via the Club's Disciplinary Code and Procedures. Incidents involving non-Members of the Club will be referred to Council who will refer to this policy when making decisions.