



Abusive & Unacceptable Behaviour Policy

Lyons Languages is committed to protecting its staff, students, visitors, agents, host families against unacceptable behaviour that may compromise their safety, health and welfare. Therefore, any form of violence, harassment, bullying and abuse, including verbal abuse, will not be tolerated.

Violence, harassment, bullying and abuse are a crime, and if necessary we will refer such behaviour or actions to the police.

The purpose of this policy is to provide the framework for protecting anybody who is directly or indirectly involved with Lyons Languages against unacceptable behaviour displayed by the individuals covered in the scope of this policy. It also outlines the procedure for dealing with unacceptable behaviour.

Responsibilities

Directors' responsibility:

Directors Rosalind and Siobhan have the responsibility to ensure that this policy and the related procedures are available to, and understood by staff for which they have a direct responsibility.

Staff responsibility:

All staff shall comply with this policy;

All employees shall immediately report any acts of violence, aggression and harassment to their manager whether committed by staff, students, visitors, agents or homestay hosts. Staff are responsible for implementing the bullying policy and bringing them to the attention of all students. Responsibilities include treating complaints of bullying or harassment seriously, being sensitive to personal feelings and perceptions and ensuring complainants are not victimised as a result of making a complaint.

Students, visitors and agents, host family responsibility:

All the above shall comply with this policy, and must immediately report any acts of violence, aggression and harassment to the directors whether committed by staff, students, visitors, agents or host families.

Definitions of unacceptable behaviour include:

- Violence and aggression: any incident, in which a person is verbally abused, threatened or assaulted;
- Harassment (Please refer to the Anti-Bullying Policy);
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- Disruptive Behaviour: any action by one or more persons that, whilst not constituting violence, aggression or harassment has a significant adverse impact on the immediate well-being of staff and students, visitors and agents, host families and any other occupants in the homestay or on the functioning of the school;
- Physical: The definition of physical assault is ‘The intentional application of force against the person by another without lawful justification, resulting in physical injury or personal discomfort’;
- Non-physical: The definition of non-physical assault is ‘the use of inappropriate words or behaviour causing distress and/or constituting harassment’.

The following are examples of unacceptable behaviour (list is non-exhaustive):

- Wilful damage to property;
- Threatening or abusive language involving excessive swearing or offensive remarks;
- Unwanted remarks of a racial, sexist or other discriminatory nature considered offensive by the recipient or by a colleague;
- Malicious allegations relating to staff, students, visitors and agents, host families and any other occupants in the homestay;
- Refusal to be served or taught by an individual member of staff because of personal prejudices;
- Theft;
- Excessive noise, e.g. loud or intrusive conversation or shouting;
- Bullying (See Antibullying Policy);
- Persistent and repeated lateness;
- Disobeying curfew times as imposed by hosts or school.

It is important to remember that abuse or unacceptable behaviour can occur in person, by telephone, letter, online or other form of communication.

The appropriate and proportionate response to incidents will depend on the individual circumstances of each incident. It is also important that staff, students, visitors, agents and homestay hosts are aware of reporting procedures for non-physical assaults, encouraged to report incidents and that they are fully supported to do so.

All incidents/causes of concern should be reported promptly to Rosalind Lyons, Director in charge of Welfare.

Where there is actual immediate or anticipated physical danger to anybody protected by the unacceptable behaviour policy, any member of staff (or host family member, student or any other adult present) should call 999 immediately.

Procedures

The aim of this section is to give practical advice on both a generic and specific range of measures that can be taken depending on the severity of the non-physical assault and aggravating factors. The Directors, Rosalind and Siobhan Lyons, will assess the severity of the incident and decide on the appropriate procedure.

Verbal Warnings

- Verbal warnings are aimed at achieving realistic and workable solutions. They are intended to determine the cause of the behaviour so that the problem can be addressed and to minimise the risk of reoccurrence.
- It is important that individuals are dealt with in a demonstrably fair and objective manner, while still making clear that such behaviour is unacceptable. A meeting should be held and a formal record should be made and maintained. Every attempt should be made to de-escalate a situation that could potentially become abusive. Where de-escalation fails, the individual should be warned of the consequences of future unacceptable behaviour.
- Verbal warnings will not always be appropriate and should only be attempted when it is safe to do so with relevant and appropriate staff present. Where the process has no effect, or is inappropriate and unacceptable behaviour continues, alternative action must be considered.
- Where it is deemed appropriate to approach an individual in respect of their behaviour, this should (where practicable) be done informally and privately. The aim of the verbal warning process is twofold: to ascertain the reason for the behaviour as to prevent further incidents or reducing the risk of them reoccurring; to ensure that the person breaking the policy is aware of the consequences of further unacceptable behaviour.

Final written warning

Where, despite an initial verbal warning, an individual has repeated their unacceptable behaviour, a final written warning is given. The final written warning should:

- explain the reasons why further sanctions are being considered (including relevant information, dates and times of incidents) and stating that the behaviour demonstrated is unacceptable.
- set out an action plan for improvement, agreed by the student, which states a timeframe for improvement.
- explain that expulsion from the school will apply if the student does not comply with the requirements of the action plan.



Expulsion

Complying with the school's rules and regulations is compulsory for students attending any of Lyons Languages programmes. Repeated unacceptable behaviour will result in expulsion

from the school and any host family accommodation, with no refund paid. Arrangements will be made for the student to return home at their own cost. Depending on the nature of the behaviour the matter may be reported to the police with a view to Lyons Languages supporting a criminal prosecution by the Crown Prosecution Service.

Unacceptable behaviour committed by staff will result in disciplinary procedure.

This policy will be reviewed annually.

Rosalind and Siobhan Lyons

Directors

March 2021