

## External Code of Conduct and Behaviour Policy

### Introduction

At Coin Street, we value and celebrate our diverse team and community. We are respectful of each other and value our similarities and differences. We want others to do the same and have a zero-tolerance approach towards any behaviour that aims to discriminate, prejudice, bully or harass our staff.

We treat everyone with courtesy and respect and ask the same in return. We ask that you treat all staff and visitors respectfully – without violence, abuse, or harassment and to use our spaces, equipment and property in an appropriate manner. Our staff have the right to work without fear of being abused and any behaviour which causes staff to feel intimidated or threatened is unacceptable.

This policy applies to everyone who engages with Coin Street and is available on our website. All customers who enter into a contract with us are expected to have read and understood this policy and to ensure their behaviour is acceptable at all times.

We encourage everyone to communicate any concerns, feedback, or complaints in a constructive and professional manner through the appropriate channels provided (<https://bit.ly/3OXFA9V>). Disagreements or dissatisfaction should be expressed calmly and respectfully. Aggressive behaviour or threats will not be tolerated.

### Behaviour

Staff and volunteers at Coin Street will treat everyone with courtesy and respect and we ask the same in return.

We will not tolerate unacceptable behaviour which makes our staff or other people using Coin Street services feel intimidated or threatened and will take appropriate action.

Unacceptable behaviour can take many forms, and we have listed some examples below, although behaviour that is not on this list may be deemed unacceptable depending on the circumstances.

- Language or tone considered to be of an abusive, threatening, or discriminatory nature or that causes distress to visitors or staff.
- Harassment or personal abuse/aggression towards members of staff.
- Verbally threatening or using physical intimidation towards staff, either personally or through a representative.
- Intentionally restricting access to facilities for others.
- Any behaviour which puts the health and safety of themselves or others at risk.
- Actual physical contact with staff or customers which is intended to injure and/or intimidate, such as spitting, pushing or striking.

### Process

Staff will inform the person of behaviour that is unacceptable and if the behaviour continues or makes them feel unsafe they will remove themselves from the situation or ask the person to leave immediately. They will report the instance of unreasonable behaviour to their line manager (or another senior member of staff in their absence) at the earliest opportunity.

Any reported incident will be investigated by the appropriate senior member of staff.

We will refer the matter to the police where a criminal offence has been threatened or committed.

### **Consequences of unacceptable behaviour**

If it is deemed that the behaviour is unacceptable, actions will be taken. Below are some examples of actions that may be put in place. This list is not exhaustive, and each case will be looked at on an individual basis.

- Requesting future contact in a specific form (e.g. by letter or email only).
- Requesting future contact be made with a designated member of staff only.
- Reporting of the incident to the person's employer. This could include using that organisation's complaints policy and channels.
- Serious or repeated incidents may lead to a limitation of the services that someone can access or a termination of any contracts that are in place with us.

The person involved will be notified of the actions in writing with a copy of this policy.

### **Right to Appeal**

The right to appeal the action will be available for 10 working days of being notified. The appeal will be dealt with by a director who has not been involved in the incident previously and will respond in writing within 10 working days of the appeal. If further time is needed to complete the investigation you will be notified.

This right to appeal will not stand if a crime has been committed.

### **Recording**

Your personal data will be stored securely within our systems and will be accessible only to those employees who need to access it in order to investigate the situation. We will retain your personal data only for as long as is necessary to resolve the situation and to comply with any legal or regulatory requirements