



THREE CHOIRS FESTIVAL LTD

UNACCEPTABLE BEHAVIOUR POLICY

STATEMENT

The Three Choirs Festival Ltd ('TCF') highly values its customers, performers and other stakeholders, and the feedback they give, which enables the festival to improve its work. The festival also recognises that in times of trouble or distress people may act out of character when they make contact and does not view behaviour as unacceptable simply because someone is reasonably forceful or determined in their approach.

Unfortunately, on occasion, some individuals may choose to behave in an unacceptable manner towards festival staff or volunteers and/or place demands on the festival's operations which are unacceptable. This policy defines unacceptable behaviour and outlines the festival's approach towards individuals displaying these traits.

This policy is designed to cover all aspects of the organisation's work, both public-facing and in the context of planning, rehearsal and delivery 'backstage'. While circumstances will vary, the principles outlined in this policy are intended to apply to all those engaging with TCF staff and volunteers in the course of our operations, and for the sake of simplicity, the term 'individual(s)' will be used to encompass all customers, performers, contractors and other stakeholders we work with.

DEFINING UNACCEPTABLE BEHAVIOUR

Abusive or offensive behaviour:

Festival staff and volunteers have the right to not suffer abusive or offensive or threatening behaviour, even when an individual is under stress.

Some examples of unacceptable behaviour might include:

- Abusive or offensive language; remarks of a sexual nature; racist language; homophobic or other discriminatory remarks
- Shouting
- Offensive gestures, physical threats and intimidation
- Bullying or intimidating behaviour
- Stalking or other form of harassment
- Refusing to comply with any measures put in place to ensure the safety and welfare of staff, performers and other festivalgoers where applicable (including measures related to COVID-19 transmission)

Placing unacceptable demands on services:

Some individuals may make unacceptable demands on the infrastructure and services of the festival due to the nature and scale of the service they expect, and the number of approaches they make.

Examples of unacceptable demands might include:

- Demanding responses within an unreasonable timescale
- Insisting on seeing or speaking to a particular member of staff when the person they are dealing with is capable of handling their enquiry
- Refusing to end a telephone call – and/or insisting to speak to someone who is either not available or not the appropriate contact (e.g. the Chief Executive)
- making false, malicious or vexatious complaints

Unacceptable behaviour whilst engaging in expression of views in public areas:

The festival's commitment is to deliver excellent service in a space that is welcoming and safe, and we ask all individuals for their co-operation in maintaining this environment.

Example of unacceptable behaviour in these instances might include:

- Using any foul, abusive, threatening, intimidating or discriminatory language to other festival goers and/or performers, volunteers and employees
- Harassing and/or bullying other festivalgoers and/or performers, volunteers and employees
- Shouting and causing a nuisance to others
- Obstructing thoroughfares and emergency routes and access points
- Entering or attempting to enter restricted and/or non-public areas
- Any recording and photographing of people without their permission, except by festival-authorized, official photographers
- Behaviour seen to be in breach of the festival's children and vulnerable adults safeguarding policy and procedures
- Behaviour influenced by excessive consumption of alcohol, or acting under the influence of illegal substances
- Wilful damage to festival property and/or persons

MANAGING UNACCEPTABLE BEHAVIOUR

“Face-to-face” situations:

All festival employees and volunteers are empowered to ask an individual to calm down if they feel that they are being aggressive, abusive or offensive. In most cases, the person involved will advise the individual that their behaviour is inappropriate and inform them of the procedure for escalating a complaint (the individual may initially ask to speak to a more senior member of staff, and if the situation cannot be resolved, or a more senior staff member is not available, they will be invited to make a written complaint to the Chief Executive). If this does not resolve the issue and the situation escalates, the escalation tree in this policy should be initiated.

In any instance of unacceptable behaviour in a face-to-face situation, the employee or volunteer involved should fill out an incident report and log it with their line manager. All incident reports will also be logged

against the individual 's electronic records, along with details of any official complaints made resulting from the situation.

Telephone calls:

The use of abusive and offensive language towards festival employees and volunteers over the telephone will not be tolerated. The person involved must end the telephone conversation if they feel the caller is being aggressive, intimidating, abusive or offensive. The person taking the call is empowered to make this decision. The caller will be advised that their behaviour and/or language are unacceptable and that the call will be politely ended if it continues. The call may also be ended if the individual refuses to conclude the conversation and persists in staying on the line.

Correspondence:

The festival will not respond to any correspondence (e-mail or letter) that is abusive. If such correspondence is received, the individual will be told that their communication is considered to be inappropriate. The individual will be asked to stop corresponding in this way, and if they do not, the festival will cease to further communicate with them.

ESCALATION TREE

If inflammatory situations do not resolve easily, the following escalation tree should be initiated:

Volunteer/Casual Staff
Central Management
Chief Executive
Chair of the Three Choirs Festival Limited

At any point, if a member of staff or volunteer feels that there is an immediate physical threat to person or property, they may escalate to contact with security and/or police at the same time as calling for support from a senior volunteer/staff member.

RESTRICTING ACCESS

In a situation where an issue has not been resolved easily and the escalation tree has been initiated, the festival may choose to take further action against the individual involved.

If the festival decides to restrict access, it may choose to adopt one or more of the following actions (or any other action deemed appropriate):

- The right to restrict communication to written communication only
- The right to refuse entry to an event or ask an individual to leave an event, with no refund available
- The right to bar an individual from purchasing tickets for future events
- The right to apply a warning flag to any customer electronic records, to classify them as using unacceptable behaviour

- In circumstances involving a contracted performer or freelance worker, or any voluntary performer who has entered into an agreed code of conduct, unacceptable behaviour which cannot be resolved will result in termination of any agreements issued, in accordance with the terms and conditions therein

In the unlikely event that behaviour breaks the law, the police will be informed, and in extreme circumstances this may result in the individual involved being banned from the festival site.

POLICY TITLE	Unacceptable Behaviour Policy		
DATE CREATED	11/1/18	CREATED BY	Robert Convey
DATE OF REVIEW	19/4/22	REVIEWED BY	Alexis Paterson
BOARD AUTHORISATION ON		NEXT REVIEW DUE	<i>no later than Jan 2023</i>