

Working together

Achieving for Children's values are:

Empower, Respect, and Trust

We put these into practice by being courteous, efficient and impartial with the members of the community we serve.

In return, we ask the people we work with to not treat our staff in ways which we regard as unacceptable.

Unacceptable behaviour can come in many forms. It can be in person, telephone, email or letter or via social media.

Below are examples of the types of behaviour which we consider as unacceptable and will not be tolerated towards any of our staff.

- Shouting or speaking in an aggressive or threatening manner
- Making excessive phone calls or emails, letters or contacts via social media to our staff which prevent our staff from undertaking their duties
- Derogatory remarks and rudeness, inflammatory statements and unsubstantiated allegations against our staff
- Inappropriate posts on social networking sites deemed as bullying or harassment
- Threatening violence or harm to a staff member and their family
- Physical threats, including shaking or holding a fist towards another person, and physically intimidating actions, such as standing very close
- Abusive or violent behaviour such as swearing, making racist or sexist comments, and pushing, hitting, kicking or spitting
- Creating an intimidating, hostile, degrading, humiliating or offensive environment for our staff

Staff members will report any such incidents to managers who will take appropriate action to protect our workforce.

If you believe that an AfC staff member has not behaved in the manner we expect, please see your council's Children's Services complaints page.

Kingston: bit.ly/rbk-cscomplaints

Richmond: bit.ly/lbrcscomplaints

Windsor and Maidenhead: bit.ly/rbwmcscscomplaints



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