

Managing and responding to unacceptable or aggressive behaviour towards members of the SEND Team

The SEND Team aims to offer the best service it can, even in difficult circumstances. We treat all people with respect and ask to be treated in the same way. We understand that people can act out of character in times of stress or when they are upset or unhappy with a situation but it is not acceptable for this to escalate into behaviour, such as shouting, swearing or making derogatory remarks.

We will always aim to resolve situations of conflict in a calm and professional manner but will end the interaction if the communication becomes unacceptable or aggressive, whether during a telephone conversation or a face to face meeting.

Thank you for your cooperation in this matter.

Service Manager, SEND