



Unacceptable Actions Policy

Introduction

Gala Cricket Club believe that everyone has the right to be heard, understood, and treated with respect and dignity. We also believe that our trustees, members, players & associates (Club) have the same rights.

Occasionally the behaviour or actions of individuals and/or members make it difficult for us to deal with them. In a small number of cases, the actions of individuals and/or members become unacceptable because they involve abuse of our Club or processes.

When this happens, we will take action to protect our Club.

This Policy explains how we will approach these situations.

The actions we consider to be unacceptable

We recognise that people may act out of character in times of trouble or distress. We also understand that there may have been upsetting or distressing circumstances that have led to individuals contacting us.

We do not view behaviour as unacceptable just because an individual and/or member is forceful or determined.

However, we do consider actions that result in unreasonable demands on or unreasonable behaviour towards our club to be unacceptable.

It is these actions that we will manage under this Policy.

Aggressive or abusive behaviour

We understand that you may be angry with the issues you have encountered but if that anger escalates into aggression towards our Club, we consider that unacceptable. Any violence or abuse towards our Club is not accepted.

Violence and aggression are not restricted to physical harm alone; it includes behaviour or language (verbal or written) that cause our Club to feel threatened, abused or intimidated.

Language, which is designed to insult or degrade, or which is racist, sexist, homophobic or in other ways discriminatory is unacceptable.



Unreasonable demands

Demands become unacceptable when it starts to impact substantially on the work of our Club and Trustees, who are all voluntary.

Examples include:

- repeatedly demanding responses within unreasonable timescales
- insisting on speaking to a particular person when that is impossible
- repeatedly contacting us in respect of decisions we have taken and with which you disagree.

Unreasonable levels of contact

Sometimes the volume and duration of contact made to our Club by an individual and/or member causes problems. This can occur over a short period of time or longer.

We consider that the level of contact has become unacceptable when the amount of time spent talking to an individual, or responding to, reviewing and filing emails or written correspondence impacts on our ability to deal with that issue, or with other individuals and/or members.

Examples of how we will manage unacceptable behaviour

The threat or use of physical violence, verbal abuse or harassment towards our Club is likely to result in us ending all direct contact with the individual. We will always report to the police instances where physical violence is used or threatened.

We will not deal with correspondence (in any format) that is abusive or contains unsubstantiated allegations about our Club. Where we can, we will return the correspondence, explaining why we consider it to be offensive and we will ask individuals to stop using such language.

Our Club will end telephone calls if they consider the caller to be aggressive, abusive or offensive. The person taking the call has the right to make this decision.

They will tell the individual and/or member that they consider their behaviour to be unacceptable, and will end the call if the behaviour does not stop.

Where individuals and/or members repeatedly phone, visit, send large volumes of documents where their relevance is unclear, or raises repeated issues we may:

- limit the number of telephone calls to set times and set days, or put an arrangement in place for only one member of our Board of Trustees to deal with calls or correspondence from that individual in the future.
- restrict contact to writing only; our Club will quickly terminate any telephone calls
- return documents to the individual or, in extreme cases, advise the individual that further irrelevant documents will be destroyed.



Communicating our decision to you

When a Club member makes an immediate decision in response to offensive, aggressive or abusive behaviour, the individual and/or member will be advised straight away and at the time of the incident.

Where trustees make the decision, the individual will receive our reason in writing, the restricted contact arrangements put in place under this Policy, and, if relevant, the length of time these restrictions will remain in place.

The process for appealing a decision to restrict contact

A decision can be reconsidered.

An individual and/or member can appeal a decision to restrict contact by writing to the secretary (contact details are at the end of this policy).

We will only consider arguments that relate to the restriction. Where possible, a trustee not involved in the original decision will carry out the review and will consider, based on the information available, whether the decision to restrict contact was appropriate.

Once these considerations have taken place, the individual and/or member will be advised in writing whether the restricted contact arrangements still apply or a different course of action has been agreed.

How we record and review a decision to restrict contact

We record all incidents of unacceptable actions by individuals. Where it is decided to restrict an individual and/or member's contact, an entry noting this is made in the relevant Gala Cricket Club files.

The status of individuals with whom restricted contact arrangements have been put in place will be reviewed on a regular basis.

A decision to restrict contact may be reconsidered either on request or on review.

Gala CC contact:

Gala CC Secretary
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