

NATD

National Association of Teachers of Dancing

Non-Tolerance of Staff Abuse

Purpose of the policy

The purpose of the policy is to set out the NATD policy to prevent, manage and respond to any work related abuse.

Management supports the policy and no work related abuse, including verbal abuse, towards any member of staff will be tolerated. No member of staff will be blamed for an instance of abuse caused by an NATD member of staff, an NATD member or member of the public. All employees have the right to be treated with consideration, dignity and respect.

The policy applies to staff working at Head Office, from home or in examination sessions.

Definition

Work related abuse is any incident in which an employee is abused, threatened or assaulted by an NATD member of staff, NATD member or member of the public in circumstances arising in the course of employment.

Responsibilities of managers

The Administration Manager and Quality Assurance Manager have a responsibility to ensure staff and examiners are aware of the policy. If an incident occurs the manager must

- Treat the report seriously and respond promptly.
- Record details of the incident and support the staff involved.
- Listen to any staff suggestions to improve management of abuse prevention.
- Respond to and if possible resolve incidents before escalation where possible.

Responsibilities of staff

- Offer good customer service and be aware of customer needs
- Report any instances of abuse
- Be supportive of colleagues
- Suggest any measures that may prevent potential abuse in the work place

Actions following an incident

- Any reportable incidents or concerns must be notified to the CEO.

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- Any action will be discussed between CEO, Quality Assurance Manager and Administration Manager.
- If suspension/termination of membership is appropriate, this must be ratified by the Council of Management.

Reporting and recording of incidents

Once staff have reported an incident to a manager, this must be recorded.

Details should note date, venue, individuals concerned and any relevant circumstances.

The Quality Assurance Manager should enter these on an "Abuse Log"

Should physical injury occur, procedures must follow RIDDOR Regulations 1995