

## **Dignity and Respect at the Leach Pottery**

### **“LET’S KEEP IT DIGNIFIED”**

The Leach Pottery has a strong commitment to equality, diversity and inclusion and to promoting a positive culture which celebrates difference, challenges prejudice and ensures fairness.

Our staff, volunteers and our Leach Pottery community should expect to be able to excel, and to be respected and valued for their unique perspectives and contributions. Integrity, collegiality and inclusivity are central to the Leach Pottery’s values.

In accordance with these values the Leach Pottery is committed to providing an environment in which all members of the Leach Pottery community treat each other with dignity and respect, and where bullying, harassment and discrimination are known to be unacceptable.

The Leach Pottery regards any incident of bullying, harassment or discrimination as a serious matter and will respond promptly and sensitively to formal complaints, and where appropriate action will be taken.

This policy applies to visitors and members of the public in relation to both individual and collective activities and dealings with others at the Leach Pottery either onsite or on all digital platforms<sup>1</sup>.

#### **Responsibilities of all staff, visitors, volunteers and students**

- Demonstrate respect and integrity in our interactions with individuals and groups.
- Identify and challenge unacceptable behaviour when it occurs, even if it is not directed at ourselves.
- Address and resolve matters ourselves, where reasonably possible, in a positive and constructive way.
- Raise more serious concerns with relevant Leach Pottery staff and participate positively in approaches to resolve them.
- Modify our behaviour should we become aware that we have behaved unacceptably in relation to this policy, even if no complaint has been made.

In addition our staff and others with responsibility for areas of work have:

- A responsibility to lead in promoting a culture of dignity and respect, and
- A duty to take timely, relevant action to resolve concerns.

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<sup>1</sup> There is a separate policy for staff and volunteers which highlights their responsibilities as employees or workers and provides a process to handle incidents of harassment, bullying, victimisation and discrimination.

Expectations of the Leach Pottery as a visitor destination, provider of education and on our social media channels will be to ensure that:

- It fosters a positive culture for visiting, working and studying which permits freedom of thought and expression within a framework of mutual respect.
- It treats staff, volunteers and members of the public with openness, respect and dignity at all times.
- Complaints of harassment, bullying or discrimination are treated seriously and with discretion.
- Visitors and students feel safe and are listened to when raising concerns about behaviour and allegations are dealt with in line with our complaints procedure.
- Malicious or vexatious allegations are dealt with appropriately.

### **Unacceptable behaviour**

The Leach Pottery expects all its members of staff, students and the public onsite and online to treat others with dignity and respect and regards bullying, harassment or discrimination as unacceptable behaviour.

Examples of unacceptable behaviour include but are not limited to;

- Unwelcome physical contact ranging from unnecessary touching to serious assault
- Intimidating or threatening behaviour, or language
- Unwelcome attention or advances of a sexual nature
- Disparaging, ridiculing or insulting behaviour, language or gestures
- Inappropriate communication or visual display of offensive material
- Isolation, non-cooperation, or deliberate exclusion of an individual
- Undermining of an individual through persistent unjustified criticism.

**Complaints Procedure can be found in our Customer Care Policy**

<https://www.leachpottery.com/about-us>

### **Please Note:**

- Tutors and staff have the right to deal with students who infringe the policy by giving them a warning/warnings (in private) up to exclusion from the class if required, with no refund.
- We may ask you to leave the site if you behave inappropriately.