



Acceptable Behaviour Policy for the Public

PLAY THERAPY UK

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1. Purpose

Play Therapy UK (PTUK) is committed to providing a safe, respectful, and supportive environment for everyone who engages with us—whether in person, by phone, in writing, or online. This policy sets out the standards of behaviour expected from members of the public when interacting with PTUK staff, Board members, volunteers, and representatives.

2. Scope

This policy applies to all contact between members of the public and PTUK, including but not limited to:

- Telephone calls
- Emails and letters
- Social media interactions
- In-person meetings or events
- Online meetings or webinars

3. Our Commitment to You

We will:

- Treat you with courtesy, fairness, and respect
- Listen to your concerns and respond as promptly as possible
- Provide clear and accurate information
- Maintain confidentiality in line with our policies and the law

4. Expected Behaviour from the Public

We ask that all individuals who contact PTUK:

- a) **Communicate Respectfully** – Use courteous language and tone in all interactions.
- b) **Be Constructive** – Raise concerns or complaints calmly and provide clear, relevant information.
- c) **Respect Boundaries** – Avoid making personal comments, threats, or demands unrelated to the matter at hand.
- d) **Use Appropriate Channels** – Direct queries, concerns, and complaints to the relevant PTUK contact or process.
- e) **Protect Privacy** – Do not share personal or confidential information about others without consent.

5. Unacceptable Behaviour

The following behaviours will not be tolerated in any form:

- Abusive, aggressive, or offensive language (including discriminatory, racist, sexist, or homophobic remarks)
- Threats, intimidation, or harassment
- Persistent or unreasonable demands that disrupt PTUK's ability to carry out its work
- Making unfounded allegations or defamatory statements
- Recording calls or meetings without consent
- Misuse of PTUK's name, brand, or materials

6. Managing Unacceptable Behaviour

If unacceptable behaviour occurs, PTUK may:

- Issue a warning outlining the behaviour and requesting that it cease
- Restrict the method or frequency of contact (e.g., written communication only)
- End a meeting, call, or online session immediately
- Block or remove social media comments in line with our moderation policy

- In extreme or persistent cases, cease all direct contact and refer the matter to legal authorities if appropriate

7. Legal Action

PTUK reserves the right to take legal action where behaviour is unlawful, defamatory, or poses a risk to the safety or wellbeing of PTUK staff, members, or the public.

8. Review

This policy will be reviewed annually or sooner if required to ensure it remains relevant and effective. Policy reviewed by Maria Bayne on 10.07.2025