

Gloucestershire Archives @The Hub

Unacceptable Behaviour

1. Policy statement and purpose

This policy explains how Gloucestershire Archives responds to incidents, or reports, of unacceptable behaviour, or complaints about perceived unacceptable behaviour.

2. Scope

The policy applies to all visitors to Gloucestershire Archives, whether they are customers, volunteers (including work experience placements) or contractors. Unacceptable behaviour from members of staff will be dealt with in line with the recognised disciplinary procedures that GCC has in place and / or through the Human Resources department.

3. Terminology

Archives are the record of everyday activities of governments, organisations, businesses and individuals. Archives may take many different forms – handwritten, typed, printed, photographic or electronic – and include audio-visual material such as video and sound recordings. As authentic and reliable records, they are preserved permanently because of their evidential and historical value.

Local and family history resources comprise published information about the history of local areas and their communities, for example, newspapers and locality-based books, pamphlets and journals covering a wide range of topics.

4. Background

Gloucestershire Archives gathers archive collections and local and family history resources to ensure they are kept secure and made accessible.

We are an accredited archive service recognised by The National Archives as the place of deposit for public records relating to Gloucestershire and South Gloucestershire.

We are a Gloucestershire County Council service. By agreement, we also provide an archive service for South Gloucestershire Council and are the appointed Record Office for the Diocese of Gloucester.

We are a lead partner in the Gloucestershire Heritage Hub, a network of local people and organisations created in 2017 with a common interest in our historic county's documented heritage. The network benefits from Hub facilities at Alvin Street, Gloucester and a Hub website, and its members support each other to gather, keep and share their personal and community archives.

5. Practice

Unacceptable behaviour may mean any of the following:

- Discrimination, harassment or victimisation of any kind
- Offensive or derogatory remarks about an individual
- Offensive or derogatory remarks about a community
- Swearing, or being verbally abusive
- Being physically abusive, or threatening to be physically abusive
- Refusing to follow reasonable requests from staff (e.g. when being asked for payments for car parking, or when being instructed to evacuate the building in the event of an emergency / fire alarm)
- Threats of any kind – verbal / physical threats, threats to commit damage when on the premises, etc.
- Vandalism or criminal damage
- Misuse of Gloucestershire County Council equipment

6. Principles

- Any reports of unacceptable behaviour will be investigated as necessary
- How we deal with them will be determined by the seriousness of any incident/s
- Unacceptable behaviour, if unlawful, may be referred to the police
- Reports of unacceptable behaviour will be investigated in the context of our equalities policy, Gloucestershire County Council's corporate complaints policy and any other relevant policies in force at the time
- When investigating reports of unacceptable behaviour, due regard will be paid to our Public Sector Equality Duty, under the terms as set out in the Equality Act 2010, where discriminating against people with protected characteristics is deemed unlawful
- Support and guidance will be offered to those who are victims of unacceptable behaviour
- **Serious unacceptable behaviour may result in the individual/s being asked to leave the premises, or the service, or being asked not to use the service for a set period of time.**

7. Equality and diversity

Gloucestershire Archives is firmly committed to the principles of equality and diversity in the workforce and in the service we provide to customers. These principles underpin this policy.

We treat all customers, and anyone else we come into contact with, equally and with dignity and respect. We do not discriminate on grounds of age, disability status, employment status, ethnic or cultural origin, gender or gender reassignment, marital status, nationality, religious belief or non-belief, responsibility for dependants, sexual orientation, social background, or any other grounds which cannot be shown to be justified. We will recognise, respect and value difference and diversity.

We have undertaken an equalities impact assessment of our policies. The resultant Due Regard Statement is available on request.

8. References

This policy should be read alongside other related Archives [policies](#).



9. Review and revision

This policy will be reviewed every 3 years.

Document control

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1.0	08.10.2021	New policy approved

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