Our commitment to you

At Compass, and within our Information, Advice and Support (IAS) Service, we understand that families and young people may come to us during difficult, stressful or upsetting times. You may be worried, frustrated, angry or unhappy with something that has happened, and we want you to feel able to talk openly with us.

We are here to listen, offer impartial support and help you navigate challenging situations. You will always be treated with dignity, understanding and respect, and we ask that the same courtesy is extended to our staff.

Our commitment to our staff

Compass is committed to providing a safe and respectful working environment for everyone, including those working within our IAS Service. Our staff have the right to carry out their roles without experiencing harassment, intimidation, abuse or threatening behaviour.

Under Section 21 of the Employment Rights Act 2025, which amends Section 40 of the Equality Act 2010, employers have a legal duty not to permit third parties, including service users, to harass their employees where the employer has failed to take all reasonable steps to prevent this.

Compass takes this responsibility seriously.

What behaviour is unacceptable?

We recognise that people can become upset or frustrated, particularly when dealing with difficult circumstances. However, we will not tolerate:

- Harassment, including discriminatory or sexual harassment.
- Threatening, intimidating or aggressive behaviour.
- Abusive, insulting or discriminatory language.
- Personal insults, bullying or persistent unreasonable behaviour directed towards staff.
- Unwanted behaviour, whether in person, over the telephone, by email or through social media, that makes our staff feel unsafe, humiliated or intimidated.

This applies to interactions with all Compass and IAS staff, in all settings and through all communication channels.

What happens if unacceptable behaviour occurs?

Where behaviour becomes unacceptable, we may:

- Explain that the behaviour is inappropriate and ask for it to stop.
- Pause or end a telephone call, meeting or appointment if necessary.
- Arrange future contact in a different way or with additional support in place.
- In more serious or repeated cases, introduce reasonable restrictions on how contact with Compass/IAS takes place.

Any action will be considered carefully and proportionately, taking account of the circumstances and the needs of the service user. We will always seek to maintain access to appropriate support wherever possible.

Serious threats or incidents may be reported to the police.

We are still here to help

Having a concern, disagreeing with advice, challenging a decision or making a complaint will never, in itself, be considered unacceptable behaviour. You have every right to express dissatisfaction and to expect your concerns to be taken seriously.

Our aim is never to turn people away, but to ensure that Compass and its IAS Service remain safe, welcoming and respectful places for everyone.

Thank you for helping us make Compass/IAS a place where everyone feels safe, heard and respected.