

We commit to treating everyone with respect. Thank you for treating us with respect too.

Here to support you

We're here to support you, especially during times of change, stress, or uncertainty. Whether it's you or a loved one receiving support, we understand that this can be a difficult time. Our team is committed to treating you with kindness, dignity, and respect. We ask that you treat us with the same respect in return.

What respect means

Respectful behaviour helps us work together safely and effectively. We will not tolerate:

- refusing support from workers for prejudiced reasons, such as their ethnicity or nationality
- racist, sexist, homophobic, transphobic or any other prejudiced language
- offensive, threatening or aggressive behaviour
- sexual harassment
- unwanted physical contact or assault
- abusive language

Protecting our staff

If a member of our team experiences disrespectful or abusive behaviour, we will address it directly. This may lead to changes in the care or support provided, and in serious cases, we may report incidents to the police.

This applies to everyone who works with us, whether they are directly employed by North Yorkshire Council Health and Adult Services or work for organisations that provide services on our behalf.

If you have concerns

If you're unhappy with the service or a staff member's behaviour, please let us know. We welcome feedback and will take your concerns seriously:

 [Get in touch | North Yorkshire Council](#)

We are proud to support a diverse workforce and community. Learn more about our commitment to inclusion:

 [Equality, diversity and inclusion policy | North Yorkshire Council](#)

Let's work together with respect - for better care and a safer environment for everyone