



### **Zero Tolerance – Abusive or Aggressive Behaviour**

Our staff and volunteers are passionate about their work and it is important they are treated with courtesy and respect.

To ensure this is fully observed, we operate a Zero Tolerance policy. This means that aggressive or violent behaviour towards our staff or volunteers will not be tolerated under any circumstances.

Anyone giving verbal abuse to members of staff or volunteers, either in person, over the telephone or by email, will be sent a letter advising that this behaviour will not be tolerated. Any future violation of this policy will result in termination of their membership. There will be no appeal process.

We feel sure that you will understand that proper behaviour is absolutely necessary for our staff and volunteers and that non-observance will not be accepted.