



Zero Tolerance Policy Statement

Lostwithiel Town Council

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1. The Council recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.
2. We define violence and aggression as:
 - actual or threatened physical assaults on staff
 - psychological abuse of staff
 - verbal abuse which includes shouting, swearing and gestures
 - threats against employees
3. If you are a witness or receive any violence or aggression towards you, then you should report this to your manager / supervisor so that this can be recorded and investigated.
4. The Council will support the decision of any employee wishing to press charges against the individual(s) involved. Access to counselling can also be provided where required.