

Gwinear-Gwithian Parish Council

Zero tolerance initiative - No Excuse for Abuse

The Council has introduced a 'zero tolerance' initiative to address the issue of violence, aggression and unacceptable behaviour directed towards Council employees. The Council is delivering a clear message to the public that violence and aggression towards any Gwinear-Gwithian Parish Council (GGPC) employee is unacceptable.

Violence and aggression at work

1. Violence and aggression at work is – 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'

a. Physical assault is - 'the intentional application of force from one person to another, without lawful justification, resulting in physical injury, personal discomfort or damage to property'

b. Non-physical assault is – 'the use of inappropriate words (including, but not exclusively, verbal/written/social media) or behaviour causing alarm, distress and/or constituting harassment'

c. Persistent unacceptable behaviour - refers to behaviour both within one contact and/or a number of separate contacts over an undefined period (this includes telephone contact)'

Zero tolerance

GGPC will not accept or tolerate any violence or aggression towards its employees and any such act/behaviour will result in appropriate action or sanctions.

Guidance: For certain people that use our services, individual risk assessments will be undertaken, where necessary.

Adopted – 10th November 2014 - 24/045 (6h)