

1 PURPOSE

- 1.1 To effectively engage and work with service users, whilst ensuring staff are able to work free from the threat of injury or distress resulting from the abusive or aggressive behaviour of others.

2 SCOPE

- 2.1 All staff, volunteers and members of the public who use our services or visit our premises should demonstrate appropriate behaviour.

3 APPROACH

- 3.1 We understand that we often deal with matters that raise strong emotions. However, Children's Links and its subsidiaries (the Group) considers that staff should be safe at work and should not be exposed to undue or unreasonable risk, so if that anger turns to abuse or aggression it is unacceptable. Everyone should be treated politely and respectfully.

4 PRINCIPLES

- 4.1 A zero tolerance approach to any form of abuse or aggressive behaviour. This applies to staff as well as services users or other visitors to our sites.
- 4.2 All risks of abuse at work are assessed and these risks effectively managed in line with our health & safety and safeguarding requirements.
- 4.3 Incidents of abuse will be investigated and appropriate action taken. This could include disciplinary action for staff or the withdrawal of the service from a service user.

5 ASSOCIATED POLICIES AND PROCEDURES

- Dealing with abuse and aggression procedure
- HR Handbook
- Health and safety policy
- Lone working procedure
- Incident reporting procedure
- Complaints and Feedback policy
- Diversity and Inclusion Policy
- Safeguarding policies

Date Originated	August 2024	Date Reviewed	August 2024
Reference	ZT1	Date of Board Approval	Sept 2024

CHILDREN'S LINKS GROUP		CQ4
ZERO TOLERANCE POLICY		

6 RESPONSIBILITIES ASSOCIATED WITH THE POLICY

The Board and SMT have specific responsibility for effective implementation of this policy. All staff are responsible for implementing the policy within their areas and for ensuring that service users and contractors are aware of, understand and comply with this policy.

7 REVIEW

The policy will be reviewed on a three-year cycle or earlier if subject to legislative changes.

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