



Policy on Zero Tolerance

REVISION DATE

February 2024

REPLACES POLICY

New

1. INTRODUCTION

Goostrey Parish Council ("Council") will treat everyone with respect and courtesy and asks that members of the public treat councillors, staff and volunteers in the same manner. The council acknowledges that in the course of carrying out its duties, the clerk and councillors may be confronted by aggressive or violent behaviour from members of the public. Whilst it is acknowledged that such incidents may arise, the council affirms that such behaviour is wholly unacceptable and will not be tolerated.

2. SCOPE

This policy covers anyone involved in working, volunteering or representing the Parish Council.

3. AIM

To provide an appropriate and consistent approach to dealing with abuse, aggression or threats.

4. DEFINITION AND LIMITATIONS

The Parish Council is not prepared to tolerate abuse, aggression or threats made in person, over the telephone or in written communication, including on social media.

Although not an exhaustive list, the Parish Council considers threatening behaviour to include:

- Attempted or actual aggressive, threatening or physical actions made towards any councillor, member of staff or volunteer.
- The use of aggressive, threatening or abusive language, (including raising of the voice, swearing, shouting or written) which threatens or intimidates councillors, staff or volunteers.

This policy applies throughout all council meetings, but it also applies to any councillor, staff member or volunteer away from council meetings but only in so far as it relates to the business of the Parish Council.

5. REPORTING AND MONITORING

Any incident or threat of abuse or aggression whether made in person, over the telephone or in written communication, including on social media will be recorded in an Incident Log.

The Parish Council reserves the right to remove any offender from council meetings and cease all contact with them with immediate effect.

The Parish Council reserves the right to cease all contact with any offender where the incident takes place away from council meetings.

In this situation the offender will be notified either verbally or in writing that their conduct is not acceptable and that the details of the incident have been logged. It will be stated that only acceptable written correspondence, either by post or email will be permitted in the future from them.

Where appropriate, the council will consider reporting the incident or series of incidents to the Police.

POLICY APPROVAL

Council Minute ITEM XX.XX.XX – Zero Tolerance Policy

POLICY REVIEW DUE

This policy will be reviewed annually or earlier if regular or serious incidents require that the policy needs to be revised.