

**Zero Tolerance of abuse towards staff**

Statement of Intent

As an organisation we have a zero tolerance of abuse towards staff. The Health and Safety Executive (HSE) defines violence at work as “any incident in which an employee is abused, threatened or assaulted in circumstances relating to their work.” This covers the serious or persistent use of verbal abuse – which the HSE says can add to stress or anxiety, thereby damaging an employee’s health.

For staff making and receiving telephone calls please be aware that if staff feel in anyway threatened they have the agreement of the College Management and Governing Board to end the telephone call.

For staff having meetings, reviews or one to one or group exchanges with visitors which become in anyway aggressive or abusive the staff have the agreement of the College Management and Governing Board to terminate and leave the meeting.

To ensure that all staff have the confidence that the College will deal with all instances of violence, aggression and abuse in a robust and proactive manner, the College have adopted a zero tolerance approach to protect staff. The safety and security of College staff is of vital importance. Arrangements for preventing conflict include training on managing conflict and having difficult conversations.