

Policy	Zero Tolerance of Abuse Policy – HR 64
Document owner	Director HR & Estates
Date first implemented	Feb 2016
Date last reviewed	March 2022
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Date governor-approved	March 2020
Associated documents	Complaints and Concerns Policy and Procedure Staff Wellbeing Policy
Reference documents	-
Initial reviewing body	Senior Leadership Team
Final approval body	Resources & Business Committee
Published on website	Yes

Purpose	To set out the Board and Senior Management’s position that abuse against College staff will not be tolerated.
Scope	All employees, work placements and volunteers and whom they come into contact as part of their work at College.
Equality & Diversity	<p>“[Derwen] College is committed to promoting equality, good relations and to challenging discrimination. This is reflected in all College policies, procedures, processes and practices.” Derwen College Equal Opportunities Policy</p> <p>Derwen College’s ethos is to embrace diversity, to offer equality of opportunity, and to treat every individual fairly and with respect. Equality, diversity and inclusivity are embedded throughout the organisation. This policy should be applied in accordance with this ethos.</p> <p>If you would like a copy of this document in a different format, such as large print, please contact the Human Resources Department who will provide help with alternative formats.</p>

Derwen College has a zero tolerance of abuse towards its employees. 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.

Colleagues who are required to make and receive telephone calls do have the agreement of the College Management and the Board to end the telephone if they feel threatened in anyway.

For colleagues having meetings, reviews or one to one or group exchanges with visitors whom may become aggressive or abusive, have the agreement of the College Management and Board to 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 its employees. The safety and security of colleagues is of vital importance. Arrangements for preventing conflict include training on managing conflict and having difficult conversations.

Colleagues who have been subject to any form of aggressive or abusive behaviour from a third party should raise as a complaint under the Complaints and Concerns Policy and Procedure.