



ZERO TOLERANCE POLICY

The staff and members of St Mewan Parish Council strive to treat everyone with courtesy and respect and ask for the same in return. We ask that members of the public treat the Councillors and Council Staff courteously without violence, abuse or harassment.

Councillors and Council Staff have the right to carry out their civic duties and work without fear of being attacked or abused.

Any behaviour whether that be verbal, physical or in writing, which causes either Councillors or Council Staff to feel uncomfortable, embarrassed, or threatened, is totally unacceptable and will not be tolerated

This Zero Tolerance Policy covers:

- Abuse
- Aggression
- Threats made in person, over the telephone or in written communication, including **via** social media." and "(including raising of voice, swearing, shouting or in writing, including **via** social media)

St Mewan Parish Council is an equal opportunities employer, committed to treating employees and Councillors in a fair and equitable manner, with dignity and respect, within a working environment free from all forms of bullying, harassment, and aggression.

The Council acknowledges that in the day-to-day delivery of services, the Clerk, Deputy Clerk and Councillors can be confronted by aggressive, threatening, or violent behaviour by members of the public. Whilst acknowledging that such incidents may arise, the Council affirms that such behaviour is wholly unacceptable.

The Parish Council considers threatening behaviour to be:

- Attempted or actual aggression
- Threatening or physical actions made towards any Councillor or member of staff.
- The use of aggressive, threatening, or abusive language, (including raising of voice, swearing, shouting or in writing, including on social media) which threatens or intimidates Councillors or Council Staff.

This policy applies throughout all Council Meetings, but it also applies to any Councillor or Council Staff away from Council Meetings, but only in so far as it relates to the business of the Parish Council.

Any instance or threat of abuse or aggression whether made in person, over the telephone or in written communication, including on social media will be reported to the Chair and Vice Chair of the Council, the Police and recorded in an incident log.

The Parish Council reserves the right to remove any offender from Council meetings and cease face to face or telephone contact with them with immediate effect. In this situation, the individual will be notified either verbally, or in writing, that their conduct is not acceptable and that the details of the incident have been logged and passed to the Police. They will be informed that only acceptable written correspondence, either by post or e-mail will be permitted in the future from them.

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