



Kirkbymoorside Town Council

ZERO TOLERANCE

Adopted 20th May 2019 Minutes 19013 & 19014

The Town Council takes it very seriously if any of its members or staff (including appointed contractors) are treated in an abusive or violent way or are in receipt of communication that is in any way abusive or threatening.

The Town Council supports the principals of the government's 'Zero Tolerance' campaign for Health Service Staff and has adopted the following policy:

The Town Council, its members and staff (including appointed contractors) have a right to carry out their roles without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and members of the public has to be in place. The Town Council, its members and staff aim to be polite, helpful, and sensitive to the needs and circumstances of all members of the public. However, aggressive behaviour, be it violent or abusive, either in person or in communication, will not be tolerated and may result in the matter being referred to the appropriate authority.

In order for the Town Council and its staff to maintain good relations with members of the public the Town Council would ask that all members of the public read and take note of the occasional types of behaviour that would be found unacceptable:

- 1.** Using bad language or swearing at a member of the Town Council or its staff
- 2.** Any physical violence towards any member of the own Council or its staff, such as pushing or shoving
- 3.** Verbal abuse towards a member of the Town Council or its staff, in any form including verbally insulting the staff
- 4.** Communication that is identified as being abusive, threatening or designed to intimidate in any way including communication which is intended or tends to cause distress or alarm to the recipient
- 5.** Racial abuse and sexual harassment will not be tolerated within the Town Council
- 6.** Persistent or unrealistic demands that cause stress to members of the Town Council and its staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot

We ask you to treat the Town Council members and its staff courteously at all times.

Response to abusive communications

“Please be advised that the Town Council has a zero tolerance policy for abusive, threatening or intimidatory words or behaviour directed towards its members and staff. The content of your communication has been identified as abusive and/or threatening and has been catalogued and reported to the appropriate authority.

You will not receive a response to the content therein.

Should you wish to communicate with the Town Council, its members or staff please ensure that you do so respectfully.