

Zero Tolerance Policy

Definition

The Zero Tolerance Campaign is a nationwide initiative to tackle violence, abuse and illegal acts against staff. The campaign has been initiated by the Secretary for Health and has the full support of the Home Secretary, the Lord Chancellor and the Attorney General.

Statement

The practice is committed to the Zero Tolerance Campaign and has adopted the following statement:

“This practice does not accept that members of staff should be subjected to verbal abuse, or physical violence of any nature. We will encourage Police intervention and offer support to staff that have suffered mental or physical trauma. Any assault on a member of staff will be treated extremely seriously and may result in criminal charges being brought or access to the practice restricted.”

Any form of violence against our staff from any person will not be tolerated. Violence against a person is a crime and we will press for the maximum penalty for anyone who commits an assault against our staff.

We aim to prevent incidents of violence occurring. It recognises that this is not always possible but strives to achieve the lowest level possible through exerting suitable controls, including training staff in the appropriate use of risk assessment.

When violence does occur, we will see to ensure that staff receive appropriate support recovering from the effects of the incident and in trying to prevent reoccurrence. The practice is committed to cultivating good relations with local Police and their intervention will be encouraged. It is important that staff members who are victims of, or witnesses to, violence in their work place understand and have confidence in the criminal justice system.

There are other policies and guidelines that may have an impact on the Zero Tolerance Policy e.g. Harassment and Bullying Policy, Disciplinary Policy and Procedure, Lone Working Policy and Drugs and Alcohol Substances Policy.

Scope of the Policy

This policy and procedure applies to all staff and workers with the aim of eliminating the acceptance of any type of violence in the workplace, whether from the contract with service users, relatives, carers, other staff members or members of the public.