



**AGGRESSION AND VIOLENCE TO STAFF IS  
UNACCEPTABLE**

**We are committed to providing**

- Excellent Services;
- Quality Customer Care; and
- Making Visitors Safe and Welcome
- In return we expect Customers, Service Users, and Visitors to treat our staff with respect.

**We will not tolerate:-**

- Displays of **Verbal** or Physical Aggression;
- Violence;
- Racial Abuse;
- Sexual Harassment; or any
- Intimidation or Discriminatory Behaviour
- Where such unacceptable acts occur, our staff are empowered to take the appropriate action to deal with the situation. This may lead to a request for police assistance.
- We will consider commencing proceedings or support staff in private proceedings against people behaving in a violent or threatening manner.

**We Appreciate Your Co-operation**