# Zero Tolerance Policy

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*Control Sheet*

Version Number: 3

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## Scope of Policy

Innovate Dorset Ltd. is committed to creating a safe and respectful work environment for all our employees, customers, and partners. We will investigate all complaints that fall in line with this policy promptly and fairly and protect the confidentiality and privacy of all parties involved. We value diversity, inclusion, and mutual respect as the pillars of our company culture.

## Zero-Tolerance

Our organisation is dedicated to providing formal and informal education to children and young individuals, fostering lifelong learning skills through a nurturing approach that encourages active participation in our sessions. We are committed to recognising and cultivating the potential of each participant, promoting a spirit of adventure and excellence within a secure environment, facilitated by a team of creative and proficient adults.

In alignment with our mission, we expect all interactions between external entities, such as parents and other professionals, and our staff, to be conducted in a respectful, calm, and considerate manner, regardless of the circumstances. Our staff must not be exposed to any form of abusive or intimidating behaviour, whether through telephone calls, emails, or other communication channels.

While we understand that individuals may wish to convey the urgency of a problem or may be emotionally charged by a situation, it is crucial to emphasise that the Company will not tolerate such behaviour towards our staff. In instances where such behaviour becomes prevalent or occurs, the Company will take appropriate measures to safeguard

our staff. These measures may include refusing further interaction with the individual, blocking their contact via phone or email, and reporting their behaviour to the relevant employer or authority.

“We have everyone’s best interests at heart, but we will not tolerate abusive behaviour towards our hardworking staff.”

Approved by: Kevin Tatchell
Date of Approval: Tuesday, 26 November 2024
Next Review Date: Wednesday, 26 November 2025
Status of policy: Approved

Signature: 

Kevin Tatchell – Company Director
Signed on behalf of the Company.