



Innovate Dorset

Zero Tolerance Policy

January 2024

Our organization 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 recognizing 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 mustn't 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 emphasize that our 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.”

Kevin Tatchell
Company Director/Founder