



## **ZERO TOLERANCE STATEMENT**

Positive Life is committed to encouraging good relations between its staff, associates, volunteers and service users.

This means that the service user (or persons associated with the service user) must not verbally abuse, harass, threaten or use intimidating or violent behaviour towards any member of staff, associate or volunteer working with Positive Life.

This also applies to online abuse or harassment by use of email or social media.

Any such behaviour will not be acceptable at any time.

Positive Life will meet the aims of this zero tolerance policy by implementing our Anti-Harassment and Anti-Bullying Policy. This may result in action up to and including Positive Life's withdrawal of provision of further services.

Positive Life will also work with the police and other agencies to use legal remedies against any person using or threatening violence.

Jacquie Richardson  
Chief Executive Officer