

# The Brentham Club Zero Tolerance Policy

## 1. Zero Tolerance

This policy applies to anyone that interacts with Club representatives (including staff, committee members, volunteers and contractors) through any form of communication including via letter, email, social media, telephone or in person.

The Brentham Club is proud to have representatives that support our members throughout their interactions with us. The Club needs to provide all staff and volunteers with a safe environment where mutual respect is given. This policy outlines the types of behaviours that will not be tolerated.

## 2. Harassment

The Club considers harassment (in any form) to be unacceptable and potentially unlawful. Harassment is behaviour that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for the individual, whether it was intended or not.

Unwanted behaviour can be considered harassment if it relates to a protected characteristic such as age, disability, gender reassignment, race, religion or belief, sex or sexual orientation. Examples of sexual harassment includes (but is not limited to) flirting, gesturing or making sexual remarks about someone's body, clothing or appearance; telling sexually offensive jokes; making sexual comments or jokes about someone's sexual orientation or gender reassignment; touching someone against their will.

## 3. Sexual Harassment

Sexual harassment is any unwelcome conduct of a sexual nature which makes a person feel offended, uncomfortable, humiliated and/or intimidated. Sexual harassment can involve single or multiple incidents. Actions constituting harassment may be physical, verbal or non-verbal.

Examples of sexual harassment include (but are not limited to) flirting, gesturing or making sexual remarks about someone's body, clothing or appearance; telling sexually offensive jokes; making sexual comments or jokes about someone's sexual orientation or gender reassignment; intrusive questions about someone's private life; sexual advances; unwanted invitations for physical intimacy or dates; unwelcome physical contact such as inappropriate touching, patting, stroking, kissing or hugging; and physical violence such as sexual assault.

All forms of sexual harassment are prohibited whether they take place at the Club, off-site such as at tournaments or online such as by email or via social media, or by phone.

## 4. Aggressive, threatening or abusive behaviour

The Club recognises emotions can become heightened when people feel their expectations surrounding an issue they feel strongly about are not being met. However, it is unacceptable if that heightened emotion or frustration escalates into what we feel is aggression, threats or abuse towards our representatives.

Aggressive, threatening or abusive behaviour includes language (whether verbal or written) that may cause representatives to feel afraid or vulnerable and may include threats, personal verbal abuse, derogatory remarks and rudeness. The use of swear words in written or verbal communication will not be tolerated.

Abusive behaviour includes inflammatory statements, remarks of a discriminatory nature and unsubstantiated allegations.

## 5. Unreasonable demands

A demand becomes unreasonable when it starts to, or when complying with the demand would, impact excessively on the work of our representatives or when dealing with the matter takes up an excessive amount of representative's time and in so doing, disadvantages other people which includes preventing our representatives from carrying out their duties.

For example:

- i. Repeatedly requesting responses to communications within what we consider to be an unreasonable timescale;
- ii. Demanding responses from several representatives on the same subject;
- iii. Insisting on seeing or speaking to a particular representative when that is not possible;
- iv. Repeatedly changing the nature of an enquiry or complaint without any substance or raising unrelated concerns;
- v. Repeatedly posing a question time and again, when a response has already been given, because the individual may not like the answer they have received.

## 6. Unreasonable levels of contact

Sometimes excessive demands on representatives' time impacts their ability to deliver their role. Examples of excessive demands could be:

- vi. Excessive contact over a short period of time
- vii. Inundating representatives with calls or emails
- viii. Sending information that has been already sent or that is irrelevant to the substance of the complaint or enquiry
- ix. Making efforts to keep representatives on a phone call/email exchange that has come to a natural end

## 7. Implementing the Zero Tolerance Policy

This is how The Club will manage behaviour we consider aggressive, threatening or abusive, demands and contact we consider unreasonable.

- Our representatives have authority to advise individuals their behaviour/approach is unacceptable and to ask them to cease that behaviour/approach.
- If the behaviour/approach continues our representatives have the authority to end the conversation or immediately cease communicating with the individual.
- Our representatives will report the incident(s) to the Management Committee who will take action that we consider appropriate to the circumstances including considering disciplinary proceedings.

Our representatives have the authority to deal with matters as per any of the steps above depending on severity. However, if the contact is deemed to be persistent or meet an extreme threshold (such as with, but not excluded to, harassment), we may make the decision to refer to statutory agencies, including the Police.

Any cases of harassment or abuse by any member or visitor to the Brentham Club should be reported to the Management Committee by those individuals who have experienced the harassment, using the [safeguarding@brenthamclub.co.uk](mailto:safeguarding@brenthamclub.co.uk) email address. Follow-up actions will follow the steps outlined in the Club's disciplinary procedure, and all reports will be treated in strict confidence.

We hope that you will understand and welcome this Zero Tolerance Policy, which is in place for the best interests of our hard-working representatives. Should you have any questions or concerns relating to the contents of this policy, please contact the management committee using the email address [safeguarding@brenthamclub.co.uk](mailto:safeguarding@brenthamclub.co.uk).