



Anxiety UK Zero-Tolerance Policy

At Anxiety UK, we aim to treat everyone we work and interact with (including those who access our services and those who purchase goods from our shop) with respect and courtesy at all times and expect everyone to treat our staff, volunteers, trustees and Approved Therapists, members or clients in a similarly respectful manner when utilising all our communications channels including but not limited to: our helpline, emails, social media platforms and other digital platforms, Anxia eHelper service, text and in-person communication (“**Communication Channels**”).

Anxiety UK operates a zero-tolerance policy and takes seriously any threatening, abusive, violent or inappropriate behaviour received via any of the charity’s Communication Channels. Aggressive behaviour towards Anxiety UK’s staff, volunteers, trustees, Anxiety UK Approved Therapists, members or clients including threats of damage to Nunes House and/or other Anxiety UK property will not be tolerated and may result in the perpetrator being banned from the use of Anxiety UK’s services.

If threatening, violent or abusive behaviour/communication is received or exhibited, the perpetrator will be asked to immediately refrain from acting/communicating in this manner, however in some instances where the level of abuse is considered significant, an immediate ban from use of Anxiety UK’s services) will be instigated with immediate effect.

In instances where a warning has been given requesting cessation of the inappropriate/abusive/threatening behaviour/communication and such behaviour/communication continues, an immediate ban will then be implemented.

Please take note of the following behaviours, which Anxiety UK would consider unacceptable:

1. using bad language or swearing;
2. verbal insults;
3. racial, homophobic, religious or other personal abuse;
4. shouting;
5. threatening violence or actual violence;

6. persistent or unrealistic demands and/or vexatious and unreasonable complaints that cause the recipient stress.
7. emotional blackmail of staff

In all instances, **Anxiety UK reserves the right to report any incidents of threatening, abusive or inappropriate communication and/or behaviour to the relevant authorities including the police, which may entail breaching confidentiality.**

The below table summarises the approach that Anxiety UK is likely to take in circumstance where they are faced with abusive or inappropriate behaviour. However, each circumstance will be considered by Anxiety UK on a case by case basis and Anxiety UK may in its absolute discretion determine the appropriate route to take depending on the severity of the abuse or behaviour. The below table is simply for guidance purposes only.

Abusive/inappropriate/threatening contact received via:	First offence	Second offence
In person, face to face abuse	Immediate ban from use of all services	
Helpline & other phone contact	Verbal warning likely, however depending on the severity of the abuse, the caller's call may be immediately terminated and the caller banned from further use of the service. The police and other authorities may be contacted and advice followed.	Terminate call with warning that any further occurrences will repeat in the caller being banned for using the service.
Email/Text support	Written warning provided via email	Terminate contact & perpetrator blocked from using the service.
Social media	Written warning via Direct Message or if not possible – the account will be blocked.	Account blocked.
Anxia	Generic response to advise the service will be terminated as the	

	content violates Anxiety UK's zero tolerance policy.	
Telephone & Online (e.g. Zoom) contact	Verbal warning likely, however depending on the severity of the abuse, the caller's call may be immediately terminated and the caller banned from further use of the service. The police and other authorities may be contacted and advice followed.	Written warning

Any user who has their access to services revoked will not be able to re-apply to become a member or access services for a minimum of two years.

As a responsible employer, Anxiety UK has a duty to protect the health, safety and welfare of all staff, workers, consultants and volunteers under the Health & Safety at Work Act 1974 and so anyone who communicates with, interacts with or has any dealings with Anxiety UK must comply with the terms of this zero tolerance policy.