



Policy

Abusive Behaviour

This policy relates to verbal and/or physical abuse of employees and volunteers by clients of Wirral Foodbank.

Policy Statement:

All employees and volunteers of Wirral Foodbank have the right to be protected from verbal abuse, aggressive behaviour and physical assault.

Wirral Foodbank will not tolerate any abuse against its employees and volunteers.

Wirral Foodbank reserves the right to exclude anyone involved in such action from the Foodbank and where necessary report the matter to the relevant agencies and authorities.

Process:

Employees and volunteers who experience abuse:-

- at a distribution centre:-
 - o will report the matter immediately to the Centre Leader. In the case of verbal abuse, and where the volunteers feel safe to do so, the Client will be asked to stop their verbal abuse and warned that if it continues they will be asked to leave. If the Client refuses to leave the police will be called.
 - o **if volunteers/employees feel threatened and/or a physical assault takes place the police will be called immediately.**
- via telephone:-
 - o the Client will be asked to stop their verbal abuse and warned that if the abuse continues the call will be terminated and sanctions will be applied.

Reporting of incidents:

- In all cases an incident report will be completed (as attached) and emailed to the General Manager, Wirral Foodbank.
- The General Manager, Wirral Foodbank will write to the Client, informing them that in accordance with our policy they are excluded from the Foodbank. The Trustees agree that we also have a legitimate interest to inform all referral agencies not to issue vouchers to the Client.

Wirral Foodbank

Charitable incorporated organisation registered in England with charity number 1167967

- The General Manager, Wirral Foodbank will report all incidents to the Trustee board. Where the incident is of a serious nature, involving the police, the Trustees will be informed immediately.
- The Foodbank will provide support to the employee/volunteer, who experienced the abuse.

Appeal:

- Clients have the right of appeal against any decision, unless subject to investigation by a regulatory agency or authority.
- Appeals will be in writing and addressed to Chair of Trustees.

Approved and Issued: 10 th July 2019	Reviewed: September 2022	Next Review: September 2023
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Abusive Behaviour

Wirral Foodbank has a zero tolerance towards all forms of abuse against its employees and volunteers.

All employees and volunteers of Wirral Foodbank have the right to be protected from verbal abuse (including swearing), aggressive behaviour and physical assault.

Wirral Foodbank will not tolerate any abuse against its employees and volunteers.

Wirral Foodbank reserves the right to exclude anyone involved in such action from the Foodbank and where necessary report the matter to the relevant agencies and authorities.

Trustees of Wirral Foodbank

Issued: 10th July 2019

Reviewed: 13th September 2022

Incident Report
(against employee/volunteer)

Date of incident	
Location (Distribution Centre or Office)	
Name of Client	
Address of Client	
Name of Employee/Volunteer	
Summary:	
What immediate action was taken:	
Police called yes/no	Crime number

Action taken by Foodbank Office

Signed

Date

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