

Zero Tolerance Policy

Updated 15th June 2023

Here at Kidney Cancer UK and Kidney Cancer Scotland, we treat everyone with courtesy and ask the same in return. When calling our Support Line, counselling service or any member of the charity, we ask that you treat all staff courteously and refrain from using violent or abusive language.

Our staff have the right to work without fear of being abused. Any behavior which causes staff to feel uncomfortable, embarrassed, or threatened is totally unacceptable.

Our Zero Tolerance Policy includes aggression or threats made in person, over the telephone or in written communication. Zero Tolerance applies to all forms of communication regardless of where it takes place.

Specifically referring to our Support Line and counselling services, we consider inappropriate and non-acceptable behavior to be:

Verbal Abuse: any offensive language, verbal abuse issued in anger, frustration or with the intent of creating distress, fear, or intimidation to another individual, or group of individuals.

Any instance of the use of profanities, abusive or aggressive language to our staff on our Support Line or Counselling Service will read this verbal warning –:

“Please refrain from using such language immediately or I will terminate this call.”

Should the caller fail to comply, we will terminate the call without notice. Should the caller become a repeat offender, we will act to block their number to our Support Line.

Instances of abusive behavior will be reported and recorded in an Incident Log and if deemed necessary reported to the authorities.

Thank you for your understanding.



Kidney Cancer UK

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