

## Tolerance policy

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At ICE Benevolent Fund, we aim to treat everyone with respect and courtesy at all times. In turn, we expect everyone to treat our staff, volunteers and trustees in a similarly respectful manner when utilising all our communication channels which includes, but is not limited to, face to face communication, telephone, emails, letters, social media and other digital platforms.

The ICE Benevolent Fund operates a tolerance policy and takes any abusive or inappropriate behaviour seriously. Inappropriate conduct towards staff, volunteers, or trustees will not be tolerated and may result in the perpetrator being banned from the use of ICE Benevolent Fund services.

If threatening or abusive conduct is received or exhibited, the perpetrator will be asked to immediately refrain from acting/communicating in this manner. Something along the lines of the following should be said:

*“I find your language/behaviour inappropriate/disrespectful. If you continue to use abusive language and shout, I am going to have to end the call/finish this meeting. We operate a tolerance policy at ICE Benevolent Fund. I will only continue this call/meeting if you moderate your language and approach. We will also not take further calls from you/have further meetings with you/ unless you change your approach now and this may result in you not receiving any further assistance”.*

Any incidents should be recorded and a file note stating that this individual has received a first warning about abusive behaviour.

In instances where a warning (italics above) has been given requesting cessation of the inappropriate/abusive/threatening behaviour/communication and such behaviour/communication continues, either at that time, or on an alternative occasion (for instance caller calls again and is abusive) an immediate ban will then be implemented.

The following behaviours are considered unacceptable:

1. Abusive language to include the volume and tone
2. Using bad language or swearing
3. Verbal insults
4. Discriminatory abuse
5. Shouting
6. Threatening violence or actual violence
7. Persistent or unrealistic demands and/or unreasonable complaints
8. Emotional blackmail of staff

In all instances, ICE Benevolent Fund 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 ICE Benevolent Fund is likely to take in circumstance where they are faced with abusive or inappropriate behaviour. However, each circumstance will be considered on a case by case basis and ICE Benevolent Fund 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.

All members of the ICE Benevolent Fund had the right to raise inappropriate conduct from an ICE member through ICE's Professional Conduct Panel by contacting the Professional Conduct Panel.

<b>Abusive/threatening contact received via</b>	<b>1<sup>st</sup> offence</b>	<b>2<sup>nd</sup> offence</b>
In person, F 2 F	One verbal warning	If ICE member, ban from all service use. Note on ICE member database & ICARIS*. If Tenant, note with TA**. Consider eviction.
Telephone	One verbal warning	If ICE member, terminate call and ban from service use. Note on ICE database & ICARIS
E mail	One e mail warning	E mail terminating contact and request MIS*** block on e mail. Note on ICE database and ICARIS or note with TA.
Social media	Written warning via direct msg	Account blocked
Teams or Zoom	One verbal warning	Written warning (e mail or letter)
Letter	One written warning	Letter written to terminate contact and ban on all service. Record on ICE system

***Any service user who has had their service use revoked will not be able to access services again for a minimum of three years.***

\*ICARIS is the ICE Benevolent Fund's beneficiary database

\*\* Tenancy Agreement

\*\*\*MIS is the ICE's IT department which can block e mails to the Ben Fund

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