



THE KENNET & AVON CANAL TRUST

Policy on Abuse

We expect our staff and volunteers to treat passengers, customers, visitors, members of the public and each other with respect at all times. In return, all staff and volunteers can expect to be treated with respect. The Trust will not tolerate disrespectful or abusive behaviour by any person towards any staff member or volunteer, and will act in a way which seeks to minimise the risk of such situations occurring.

Any customer or visitor acting in an abusive manner towards staff or volunteers will not be permitted access to our premises or our boats and may be asked to leave or disembark. In the event of non-compliance, threats or physical injury, the Trust reserves the right to contact the police.

Similarly, any staff member or volunteer acting in a disrespectful manner, or putting pressure on a member of staff or volunteer to act in a way inconsistent with Trust values and policies, may be subject to disciplinary action in accordance with the provisions of the Staff Manual and Volunteer Handbook.

Any member of staff or volunteer who has concerns about the behaviour of another person should report this to their Line Manager, Branch Chair or a Duty Manager.

THIS DOCUMENT IS NOT CONTROLLED ONCE PRINTED

Responsible Trustee: Chris Bolt

Date approved by the Trust Council: 31 July 2023

Review Date: July 2025