



HM Government
of Gibraltar



ZERO TOLERANCE POLICY NOTICE

The staff and service users in all HM Government of Gibraltar's Departments and Public Counters have the right to a **safe and secure** environment.

Help us to help you - While we will do our best to assist you, HM Government of Gibraltar will apply zero tolerance to abusive or aggressive behaviour towards staff and other service users, whether verbal or otherwise.

This includes but is not limited to:

- Verbal abuse, threats, swearing, personal abuse directed at staff or offensive remarks;
- Acts of written or physical abuse including of a discriminatory, intimidating or threatening nature;
- Unsubstantiated, vexatious or defamatory allegations about our employees.

Service users attending public counters who display inappropriate, abusive, or aggressive behaviour will be asked to leave the premises and may have their right of access restricted.

Inappropriate or abusive comments made in writing will result in further correspondence not being entertained until such time as a written apology is received with a commitment to cease such behaviour.

All instances of abuse will be recorded and made available to the relevant authorities, or as evidence in court.

Any abusive and/or aggressive behaviour of a threatening nature will result in the police being informed and may be subject to criminal prosecution.

HM Government of Gibraltar will press for the **maximum** possible penalty available in law for those convicted of a criminal offence on our premises.