



women**first**
HEALTHCARE

Policy	Version	Date	Approved by	Changes
Zero Tolerance	1.0	March 2025	Board of Directors	Initial Policy

Alternative Format

If you require a copy in an accessible format, a language other than English or would like someone to explain it to you, please contact us in writing:

Women First Healthcare LLP, 3 Beaufort Road, Edinburgh, EH9 1AG

Web contact form: www.womenfirsthealthcare.co.uk

Email: enquiries@womenfirsthealthcare.co.uk

Zero Tolerance Policy

Our aim is to offer a safe, supportive, and respectful environment where clients and clinicians feel comfortable and valued. In order to uphold this commitment, we have established a zero-tolerance policy against any form of abuse, harassment, or unacceptable behaviour in accordance with the Equality Act 2010 and other relevant legal frameworks.

Key Points of Our Policy

Unacceptable Behaviour Includes:

- **Verbal Abuse:** Is any derogatory language, such as shouting or swearing which is directed at our clinicians or fellow clients.
- **Harassment:** This includes any unwanted attention, intimidation, or threatening gestures, whether verbal or physical.
- **Cyberbullying:** Is the intimidation, belittling or harm towards others through online communication, this includes interactions on social media.
- **Disrespectful Conduct:** Disruptive behaviours including trolling or any other actions which undermine the supportive environment that we hope to maintain.

Our goal is to empower clients to express their needs and concerns respectfully, while fostering a culture that encourages feedback and collaborative working.

Reporting and Response

We are fully committed to ensuring that all concerns are taken seriously, addressed sensitively and investigated promptly to ensure the wellbeing of everyone involved. We strongly encourage clients and clinicians to report incidents of unacceptable behaviour immediately. Please email our directors at enquiries@womenfirsthealthcare.co.uk.

Actions Taken

If unacceptable behaviour is reported, our team will prioritise investigating the matter further. We will take appropriate action, and this may include:

Verbal Warning: If unacceptable behaviour is highlighted, then a verbal warning may be issued highlighting the behaviour which was cause for concern.

Written Warning: In the event where a verbal warning is issued and the behaviour continues, a formal written warning may be issued detailing the ongoing concerns.

Temporary Suspension: Depending on the severity of the behaviour, we reserve the right temporarily suspend access to all of our services while the matter is being investigated.

Termination of Services: If the behaviour is severe (e.g., threats of violence, severe harassment) we reserve the right to terminate all services immediately without any refund

Final Note

Our team appreciate the trust that you place in our online service and healthcare professionals. Your commitment to maintaining a respectful environment helps to ensure that every woman feels safe, heard, and comfortable seeking the care she deserves.

Our dedicated team are available to address any questions or concerns that you may have about this policy and thank you for being part of a community that prioritises compassionate care and mutual respect. enquiries@womenfirsthealthcare.co.uk