



**For better
mental health**

HARRASSMENT AND NUISANCE POLICY

STATEMENT OF POLICY

Richmond Borough MIND will not tolerate harassment or nuisance whether directed towards service users, staff, volunteers or guests/visitors.

Harassment – What is Harassment?

Harassment includes:

Physical or verbal abuse
Graffiti
Threats
Damage to property
Hostile behaviour
Bullying
Borrowing money
Stalking

Nuisance – What is Nuisance?

Nuisance includes:

Shouting and screaming
Noise from stereos, radios, machinery etc
Obstructions to doorways etc

Policy Aims

Richmond Borough MIND endeavours to give respect to all people including those who may be in a minority.

Richmond Borough MIND endeavours to create a safe, friendly and welcoming environment whereby activities can be enjoyed and all people feel that they are treated in a respectful and fair way.

What should a user do about harassment or nuisance?

1. Report any case of harassment or nuisance to a member of staff as soon as possible if there has been violence or if you feel at risk of possible violence.
2. Try and keep a record of the time, place and who is involved. Written records can help you and may prove vital if future action needs to be taken.

What Richmond Borough MIND will do about harassment and nuisance

Your complaint of harassment and nuisance will be investigated thoroughly and in confidence. The first step will normally be for a member of staff and manager to speak to the person complained about – after discussion, the person will be asked to leave the building for the rest of the day so that a fair decision can be determined regarding possible

Name of policy / procedure:	Harrasment and Nuisance Policy
Handbook section and code:	General Policies – GP03
Status:	Approved, in place
Approved by:	Board of Trustees, Sept 04
Review date:	



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banning from the premises. The complaint may be put in writing and sent to the person outlining the consequences of their behaviour.

If it is proved that a person has caused harassment or nuisance, we will act against him/her by enforcing this policy. Decisions regarding banning from the project will be fully discussed amongst staff/volunteers and those involved in the incident. If an indefinite ban is decided this will be taken to the Manager and Committee for support and approval.

The police will be called if staff decide that a situation is unsafe and too difficult for them to deal with.

You will be given support and appropriate advice if legal action follows.

Richmond Borough MIND has a Violence and Aggression Policy.

General

Please do talk to a member of staff if you have any problems because of harassment/nuisance. You may wish to seek outside help – there are many people who can help you: Citizens Advice Bureaux, Richmond Advocacy Service, your local Ward Councillor, a Solicitor.

If you make a complaint about a member of staff/volunteer, it will be taken seriously. Richmond Borough MIND also has a Complaints procedure.