



## **SEATON CAREW GOLF CLUB ABUSE POLICY**

Seaton Carew Golf Club takes it very seriously if a member of staff or volunteer is treated in an abusive or violent way. The Club would respectfully remind all members that staff and volunteers sometimes need to make difficult decisions which some people may not agree with. Our staff and volunteers will take this into account when dealing with a misunderstanding or complaint, however, aggressive behaviour, be it violent or abusive, will not be tolerated and we would ask all members to take note of the types of behaviour that would be found unacceptable:

- Use of bad language or swearing
- Any physical violence towards any staff member or volunteer, such as pushing or shoving
- Verbal abuse towards staff or volunteers in any form including verbally insulting the staff or volunteer
- Racial abuse and sexual harassment will not be tolerated
- Persistent or unrealistic demands that cause stress to staff or volunteers will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage or stealing from the Club's premises, staff or volunteers

Anyone not adhering to this policy will be likely to face disciplinary action in accordance with the Golf Club's Disciplinary Policy.

The Secretary

August 2022