

Zero Tolerance Statement

At Harrow Council we believe that all our staff, management, residents, councillors, and suppliers have the right to work or live in an environment free from all forms of prejudice and abuse. The Council considers all forms of diversity to be positive and enriching for the borough and should be celebrated. We take a strict zero tolerance approach to any form of discrimination, harassment, victimisation, aggression or bullying including the prohibited conduct described in the [Equality Act 2010](#). Any allegation of such behaviour will be taken seriously and investigated; and appropriate action will be taken where deemed necessary.

We actively uphold the right of every individual to be treated with dignity and respect. We also believe that everyone has the right to be treated equitably.

Likewise, we believe that our staff at Harrow Council should be able to work with the local authorities' wider stakeholders without being subject to any form of bullying, harassment, or discrimination. We therefore extend the principles of our Zero Tolerance Statement to issues surrounding stakeholder engagement. The prohibition on behaviours described in this statement extends to the wider suppliers, residents, customers, visitors and members that our employees are required to work with.

Keeping our staff safe when working with the Council's stakeholders and partners is one of our key priorities as an employer. This means that we fully support and encourage any staff member who is experiencing/has experienced, or witnessed, any form of discrimination, bullying, and harassment to report the issue to their manager, Human Resources or through the alternative confidential reporting and support channels available. No act is too small to be addressed or raised.

If a member of staff breaches our approach to zero tolerance and acts unreasonably or in an offensive manner, we encourage our residents, customers, suppliers, visitors, and members to follow the Council complaints procedures including the online form or via telephone and email. Every complaint will be taken seriously and will be investigated.

We are openly committed to creating a secure, welcoming, and friendly environment that protects the dignity and equality of all staff members, managers, residents, visitors, councillors, and suppliers that work for or in partnership with the local authority.