

Violence and Aggression Reporting Charter



The purpose of this Charter is to set out the commitment of the Chief Officer and Executive Management Team of Ayrshire360 to creating a culture where all employees feel comfortable to report all incidents of violence and aggression which occur within the workplace.

In line with our policy commitment, violence and aggression towards our employees will not be tolerated and any person abusing an Ayrshire360 employee either verbally or physically, may be subject to legal action and/ or a restriction in service provision.

As an Executive Management Team we are committed to this statement, however we do recognise that despite taking every effort to minimise the risks posed from violent and aggressive behaviour in the workplace, there may still be occasions where incidents occur and in these circumstances it is our absolute commitment that the following measures must be followed:

- Management must review, and update where appropriate, the risk assessment in place covering violence and aggression in the workplace.
- Employees must be supported by management to report all incidents of violence and aggression through the SHE portal.
- Managers must be supportive of employees involved in incidents of violence and aggression and must not under any circumstances seek to dissuade or obstruct an employee from reporting an incident where the employee feels it is appropriate.
- Managers must offer to meet with employees to discuss the reported incidents, unless expressly declined by the employee themselves, and in all circumstances offer support to the employee.
- Managers must ensure that feedback is provided to all employees who have reported incidents of violence and aggression i.e. any further action to be taken and measures to prevent re-occurrence to be implemented.
- All employees who are subjected to violence and aggression in the workplace have the right to seek support, advice and guidance from their trade union at any time they feel is appropriate and are encouraged to do so.

Anneke Freel

Anneke Freel, Chief Officer
April 2026

