



Southport Golf Club

## Zero Tolerance Policy

**Our staff are here to help and will always treat you with courtesy and respect. Southport Golf Club insists on members treating staff with the same level of courtesy and respect.**

Southport Golf Club have implemented a Zero Tolerance Policy to ensure all staff are treated with dignity and respect. This means that aggressive or violent behaviour towards our staff or any member within our Club will not be tolerated under any circumstances.

Anyone verbally abusing members of staff, either in person, via email or over the telephone, will be sent a letter from the Club giving details of the behaviour of concern and advising that such behaviour will not be tolerated. Any subsequent violation of this policy will result in the implementation of the disciplinary process set out in the Constitution.

Southport Golf Club has a Code of Conduct for visitors, members, their guests and staff to adhere to.