

# Our policy on Unacceptable behaviour from customers

We will not put up with residents or others who are aggressive or abusive to our staff or contractors, or who keep making unreasonable demands. Our policy sets out how we manage unacceptable behaviour like this.

Sadly, our staff sometimes experience rude or threatening behaviour in the course of their work. This can come from people who are:

- living in our homes
- referred to us for rehousing
- using our other services and facilities, including our community centres, or
- visiting friends and family.

We advise our staff to report every incident – however minor.

## What counts as unacceptable?

### Behaviour that is aggressive, abusive or offensive

This can include:

- threats of physical violence
- swearing
- inappropriate remarks around culture, race or religion, and
- general rudeness.

It is not acceptable to leave our staff feeling distressed, threatened or abused.

### Behaviour that is unreasonable

Residents and others are sometimes disappointed with the level of service we can offer and with the decisions we take. We understand this.

However, it is not reasonable to carry on making impossible demands and harassing our staff.

Examples of unreasonable behaviour include:

- demanding responses within an unreasonable timescale
- repeatedly contacting, or insisting on speaking to, a member of staff who is not directly dealing with the matter
- excessive phone calls, emails or letters (this also includes unsolicited marketing calls, letters and emails that are considered to be 'spam' or 'phishing')
- sending duplicate correspondence requiring a response to more than one member of staff
- persistent refusal to accept a decision



- persistent refusal to accept explanations, and
- repeatedly contacting us, without any new and relevant information.

When staff tell us they are the victims of unreasonable behaviour, we will take their views seriously and take steps to ensure their safety and wellbeing.

## How we manage unacceptable behaviour

If we consider someone a risk to our staff, we put an alert on our housing system. We take into account any vulnerability or support needs they may have.

We then write to tell the person, giving them 10 days to ask for a review of our decision.

If the unacceptable behaviour continues, we may use our right to change how we deliver a service.

For example, we could:

- block their phone calls or emails
- arrange for one member of staff to deal with all contact
- limit the type and frequency of contact we allow – and review this regularly
- tell the person that we will read and file their future emails and letters, but not respond if nothing new has been raised

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- tell the police if someone's behaviour or threats would break the law
- take legal action – for example to get an injunction or court order to stop contact or poor behaviour
- avoid home visits by staff on their own, or
- ask people not to come to our offices. We may also consider getting an injunction.

*This leaflet provides a summary of our policy.*

**For more information** send a message through your 'My Corner' account, or email [customerservices@thch.org.uk](mailto:customerservices@thch.org.uk)