

Customer Conduct Policy

Introduction

The purpose of this policy is to set out for customers and colleagues the behaviour and unreasonable demands which we find unacceptable, also how we will respond.

Objectives

We aim to have positive communications with our customers, and we recognise that customers may act out of character in difficult and distressing times. We do not view behaviour as unacceptable because a customer has a forceful or determined approach. However, we are committed to support colleagues who are subjected to unacceptable behaviour or unreasonable demands.

Policy

What is unacceptable behaviour?

This is aggressive or abusive behaviour towards our colleagues. Examples may include:

- violence
- threats of violence or harm
- excessive shouting or abusive language
- personal abuse
- derogatory or discriminatory remarks or statements, including via social media.

What are unreasonable demands?

Demands become unreasonable when they take up a disproportionate amount of colleague time and may impact on the service available to other customers. Examples may include:

- making repeated contact and not allowing us time to respond
- sending excessive numbers of emails
- expecting immediate responses and not accepting agreed timescales
- constantly demanding the attention of senior colleagues and refusing to deal with less senior colleagues
- refusing to be specific about a particular issue or complaint
- constantly referring to old issues that have been dealt with
- continuing to pursue a complaint that has exhausted the complaints process.

What we'll do	What this means to you
We'll investigate each case, looking at the facts, what has happened and how often.	You'll be contacted as part of our investigation. Your account of what has happened will be listened to.
We'll ask you if there are any issues that are contributing to your behaviour, e.g. poor mental health or learning difficulties.	If you agree, we can make a referral for support, e.g. a Customer Partner, mediation service or another appropriate agency.
We'll tell you if we find that your behaviour is unacceptable or unreasonable.	You'll need to stop behaving in this way. You'll be able to appeal if you disagree with this decision.
We may tell you how we now expect you to behave.	We may tell you: <ul style="list-style-type: none"> • How you can contact us, e.g. by email only • How often, e.g. once weekly • When, e.g. a particular day of the week.
We'll tell you if one point of contact is put in place for you.	You'll be given the name and contact details of this colleague.
We may place a marker on your tenancy records about unacceptable behaviour. We'll review this marker every six months.	You'll be able to appeal if you disagree with this decision.
We'll report incidents to the police where we believe a criminal offence has been committed, e.g. violence or threats of violence or harassment.	The police may investigate and take action.
We may take legal action against a customer or a tenancy and this may be 'without notice', e.g. due to violence or threats of violence.	You should seek independent legal advice, e.g. from Citizens Advice or a solicitor.

Monitoring

This policy will be reviewed as part of the policy review programme.

Other related policies/documents

- Antisocial Behaviour Policy
- Complaints Policy and Procedure
- Equality, Diversity and Customer Care Policy
- Health and Safety Policy (Corporate)
- Lone Worker Procedure
- Risk Management Framework and Risk Management Policy
- Social Media Terms & Conditions
- Violent Warning Marker Procedure

Customer Consultation:	To be arranged on Voice
Equality Impact Assessment carried out:	Initial screen
Person responsible for review:	Director of Health, Housing & Wellbeing
Supported in the review by:	Successful Tenancies Manager
Ratified by:	Executive Management Team (25/06/2024)
Date of review:	June 2024
Date of next review:	June 2027