

Unacceptable Behaviour Policy

Date: 28th March 2024



Policy Name	Unacceptable Behaviour Policy
Version	1
Date of Policy	March 2024
Next Review	March 2026
Purpose	<p>Communication and interaction with Residents are both essential and central to everything we do. However, we expect all staff and contractors to be treated in a respectful manner. We will not tolerate unacceptable behaviour which is, threatening, abusive or unreasonably persistent.</p> <p>This policy is to clearly set out what we consider to be unacceptable customer behaviour. This includes but is not limited to unreasonable or persistent complainants (vexatious complainants). We will also set out the action we will take in these circumstances. We will ensure that we have effective procedures, well trained staff and a positive culture that enables our policies and procedures to have the most positive impact on the way we conduct our day-to-day operations and relationships with all our stakeholders.</p>

Definitions	
Aggressive or Abusive Behaviour	<p>Violence is not just limited to physical acts of aggression; it also includes spoken and written behaviour or language which makes our staff feel threatened or abused. This includes but is not limited to physical violence and threats, derogatory or inflammatory remarks or rudeness.</p> <p>Hellens Residential will not accept this behaviour towards any of our staff or contractors.</p>
Unreasonable Demands	<p>Unreasonable demands on our staff / organisation may include but is not limited to, the amount of information they seek, the nature and scale of the service they expect, including unreasonable response times. It also includes an unacceptable number of approaches to the organisation on the same matter, this may be to the same member of staff or different ones.</p> <p>We would deem the following as unreasonable: -</p> <ul style="list-style-type: none"> Demanding responses within unreasonable time-frames Insisting on seeing / speaking to a certain member of staff Continual emails / phone calls / social media posts, WhatsApp and letters Correspondence by the above methods out of hours and late at night to individual staff members Repeatedly changing the substance of the complaint and raising unrelated concerns Adopting a scatter gun approach where parallel complaints are raised. Raising many detailed but unimportant questions, and insisting they are all answered. <p>Hellens Residential will not accept this behaviour towards any of our staff or contractors.</p>
Unreasonable Persistence	<p>Unreasonable persistence occurs when people cannot or will not accept that we are unable to assist them further on a particular matter. Customers may then persistently raise the same issue.</p> <p>This includes but is not limited to:</p> <ul style="list-style-type: none"> Continually raising the same issue without presenting any further information Persistent refusal to accept explanations of what we cannot do

	Hellens Residential will not accept this behaviour as it takes up a disproportionate amount of time and resources, affecting the services that we can deliver.
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Managing Unacceptable Behaviour	
<p>Unacceptable behaviour by customers is very rare. We understand that people may act out of character in times of stress. We cannot allow unreasonable demands / expectations or behaviour towards our staff who have come to work to do the best job that they can do.</p>	
Informal Approach	When we consider that someone’s behaviour is unacceptable, we will tell them why we find their behaviour unacceptable, and we will ask them to change it. If they do not change it, then we will have no option but to impose restrictions.
Likely Restrictions	<p>Decisions to impose restrictions has to be signed off by a Senior Manager. Typical restrictions include but are not limited to:</p> <ul style="list-style-type: none"> Requesting that a customer contact us by one method only e.g. in writing Requiring contact with a named member of staff only Restricting contact to specified days and times Requesting the person enter into a Behaviour Agreement, specifying what behaviours and methods of communication are acceptable
Extreme Behaviour	Where behaviour is extreme and threatens the safety of our staff, we will report the matter to the Police and consider taking legal action (both tenancy and non-tenancy related) against the customer. We reserve the right to not give the customer prior warning of this.
Right to Complain	Whilst any or all of the above procedures may be underway the Customer still has the right to complain under our normal Complaints Policy and each will be looked at on their own merit. We do not support a blanket ban on genuine complaints
Individual Circumstances	In considering all of the above we will ensure that we are satisfied the individual’s circumstances are taken into account. We promote a culture of Equality and diversity, and we will not discriminate against age, disability, gender, race, religion or belief.

What you can Expect from Hellens Residential	
<p>We will believe the customer at first point of contact We aim to resolve any issues at first point of contact, as quickly and efficiently as possible We will always take great care and have clear evidence before recommending action to be taken for unreasonable behaviour and / or vexatious complaints.</p>	