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Unreasonable Behaviour Policy

Title	Unreasonable Behaviour Policy
Date Created	September 2019
Date Reviewed	September 2022
Next Review Date	September 2025
Author	Sara Bell; Reviewed by Hony Premlal
Approver	Board of Management
Applies to	All CDS residents, clients, contractors and members of the public

This policy applies only to CDS staff and the customers, clients and members of the public who interact with CDS staff. However, clients may wish to adopt their own version of this policy.

1 Introduction

- 1.1 This policy has been produced to make clear the types of behaviour that we consider to be unacceptable or unreasonable on the part of customers, clients or members of the public toward our staff. It sets out how we will respond to protect the wellbeing of our employees and our ability to provide service to all customers on the rare occasions when people behave in unreasonable or unacceptable ways.
- 1.2 This policy provides a clear framework so that employees can act confidently and in line with our values if they are experiencing unreasonable or unacceptable behaviour from customers, clients or members of the public.

2 What is NOT covered by this policy?

- 2.1 We recognise that when customers, clients or members of the public contact us, they sometimes feel upset, aggrieved or distressed and may express their concerns in an assertive or angry way. This policy does not seek to avoid those moments.
- 2.2 This policy seeks to ensure that this behaviour does not become a habit or become damaging to our service or staff.

3 What is unreasonable or unacceptable behaviour?

- 3.1 We consider behaviour to be unacceptable when it is rude, derogatory, intimidating, abusive or unkind where employees are regularly subject to such behaviour or where unreasonable demands are placed on our staff, potentially to the detriment of other customers.

- 3.2 Unreasonable demands would include repeated demands for services that are outside of the contract or for a quality or speed of service which is outside of our service standards or for our team to give undertakings or promises about issues that are outside of our control.
- 3.3 Both unreasonable and unacceptable behaviour can happen via any medium, included face-to-face communication, email, letter, phone or social media.
- 3.4 Unacceptable behaviour includes (but is not limited to):
- i. Threats of any kind
 - ii. Verbal abuse
 - iii. Any form of physical abuse
 - iv. Racist, sexist, homophobic, transphobic, ableist, sectarian or any other discriminatory language
 - v. Offensive or abusive language include swearing
 - vi. Rudeness
 - vii. Inflammatory statements
 - viii. Unsubstantiated allegations
 - ix. Personal insults or insults about other staff
- 3.5 Unreasonable behaviour may include:
- i. A high volume of communication demanding responses within an unreasonable timescale or outside of our service standards,
 - ii. Repeatedly contacting us about an issue that has already been decided and where the person has been notified or responded to in previous communication,
 - iii. Insisting on communicating with a particular member of staff,
 - iv. Repeatedly raising issues that have been the subject of a complaint that has been through our full complaints process or where the complaints process has been offered as a route for conclusion of a disputed matter, but this offer has not been taken up by the customer, client, or member of the public.

4 How will we respond to unacceptable or unreasonable behaviour?

4.1 Isolated incident

- 4.1.1 We expect all our team to act in a friendly, polite and courteous way when dealing with our customers, clients and members of the public and we expect our staff to be treated with

courtesy. All staff members have the right to terminate phone calls or take steps to end face-to-face, email or social media conversations if they are subject to unacceptable or unreasonable behaviour as defined here.

4.1.2 We have zero-tolerance in relation to violence or threats or threatening behaviour against our staff. All staff have the right to terminate contact if they are concerned for their safety or wellbeing at any time.

4.1.3 If a member of staff experiences unacceptable or unreasonable behaviour, they will report it to their manager.

4.2 Repeated incidents

4.2.1 If any individual persistently behaves in an unacceptable or unreasonable way, we will notify her/him of our intention to restrict contact if any further incidents occur.

4.2.2 If contact is restricted, we will be transparent and explain the nature of the restricted contact, why the restriction is being imposed and how long it will be in place.

4.3 Violent, abusive or threatening behaviour

4.3.1 We will report violent, abusive, or threatening behaviour to the police.

4.4 Appeal

4.4.1 A resident has the right to challenge a restriction on contact and request that it be altered or removed. Our Chief Executive would take into consideration this appeal or request. Any appeal or request will only be taken into consideration once every three months.

5 Equality and Diversity

5.1 CDS will ensure that this policy is applied fairly and consistently and will not directly or indirectly discriminate against any person or group in line with equality laws and principles.

5.2 We will act sensitively toward the diverse needs of individuals and communities and will take positive action or make reasonable adjustments, where appropriate.

5.3 The policy complies with the Equalities Act 2010 requirements and provide proper consideration to a person's medical condition and vulnerability, such as mental health conditions and learning disabilities. As a result, any limitations placed on a customer's interaction will take into account their vulnerability and be appropriate given their unique circumstances.

6 Monitoring and Compliance

- 6.1 The status of all restricted contact arrangements will be reviewed at least yearly by Heads of Services.

7 Confidentiality

CDS will collect and process data in line with our current Data Protection Policy.

8 Legislation and Regulation

This policy is framed within the context of the following legislation:

- Equalities Act 2010
- Human Rights Act 1998

9 Associated Policies and Procedures

The following procedures are associated with this policy:

- Antisocial behaviour procedure
- Complaints procedure
- Lone worker process
- Unreasonable behaviour procedure

This policy is supported by:

- Antisocial behaviour policy
- Complaints policy
- Management of health and safety at work policy
- Equality and diversity policy
- Vulnerable tenants' policy
- Data protection policy

Version control

Date	Amendment	Version control
<i>September 2019</i>	<i>Created</i>	<i>v.1.0</i>
<i>19 September 2022</i>	<i>Reviewed by Board</i>	<i>v.1.1</i>