



## Unreasonable Behaviour Policy

### Approval by Co-op Homes Customer Focus Group 11<sup>th</sup> March 2020

This policy applies to Co-op Homes' (CHS) employees, its representatives and contractors; and the residents, client co-operatives and members of the public who interact with CHS employees or its representatives.

#### 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 residents, clients or members of the public toward our employees, contractors and representatives. 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 residents, clients or members of the public.

#### 2 What is NOT covered by this policy?

---

- 2.1 We recognise that when people contact us, they can 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 does, however, seek to ensure that this behaviour does not become a habit, vexatious or damaging to our service or employees.

#### 3 What is unreasonable or unacceptable behaviour?

---

- 3.1 We consider behaviour to be unacceptable when it is rude, derogatory, intimidating, abusive or unkind and where employees are regularly subject to such behaviour or where unreasonable demands are placed on our employees, potentially to the detriment of other customers.
- 3.2 Unreasonable demands would include repeated or vexatious 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 or made to feel under pressure 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, telephone, text 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 employees

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. 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 teams and representatives of Co-op Homes to act in a friendly, polite and courteous way when dealing with residents, clients and members of the public and we expect our employees to be treated with equal courtesy. All employees 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 employees. All employees have the right to terminate contact if they are concerned for their safety or wellbeing at any time.

4.1.3 Employees or representatives of CHS who experience unacceptable or unreasonable behaviour, will report the incident. The matter will be investigated, and the necessary action taken.

### **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.

## **5 Equality and Diversity**

---

5.1 Co-op Homes 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.

## **6 Monitoring and Compliance**

---

Incidents of unacceptable or unreasonable behaviour will be regularly reviewed by the Senior Management Team.

## **7 Confidentiality**

---

Co-op Homes 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

This policy is supported by:

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