

# Policy

## Unacceptable Behaviour

<b>Policy author (name and title)</b>	Business Improvement Team
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<b>Has this policy been signed off by the Client Forum (if applicable)?</b>	6 February 2024
<b>Affected</b>	All staff

## Values

<p><b>Respect</b></p> <ul style="list-style-type: none"> <li>Value diversity and fairness</li> <li>Act with honesty and integrity</li> <li>Treat people with care and compassion</li> </ul>	<p><b>Empowerment</b></p> <ul style="list-style-type: none"> <li>Support the needs of each individual</li> <li>Encourage personal development and independence</li> <li>Provide safety, stability and security</li> </ul>
<p><b>Responsibility</b></p> <ul style="list-style-type: none"> <li>Work together, in partnership</li> <li>Take responsibility for our actions</li> <li>Continue learning and improving</li> </ul>	<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>Provide a first-class service</li> <li>Deliver excellent value for money</li> <li>Explore innovative ways of working</li> </ul>



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## 1. Introduction

### About this policy

- 1.1. This policy explains how we will work with anyone who behaves in a way that makes it difficult for us to respond to their complaint or provide the services they need in a fair way.
- 1.2. We will use our Reasonable Adjustments Policy before we use this policy. We will mostly use this policy if we have tried to support you in other ways, but these have not worked.
- 1.3. It applies to anyone that we provide a service to and can be used by any colleague.

## 2. Related policies

### Other policies that support this Unacceptable Behaviour Policy

- 2.1. When we are dealing with unacceptable behaviour we may also use these other policies and procedures to help resolve any issue:
  - a. Complaints
  - b. Compensation
  - c. Reasonable Adjustments
  - d. Vulnerability
  - e. Equality, Diversity and Inclusion
  - f. Housing and Support Manual

## 3. Legislation and guidance

### The laws and rules we have to follow

- 3.1. We have to follow the law as it is set out in the Equality Act 2010. We may need to adapt our normal policies, procedures, or processes meet your needs.
- 3.2. We will follow the General Data Protection Act 2018 where we are sharing, or being asked for, any information. Wherever we hold data about you, especially related to any medical conditions, we will comply with the regulations set out in the Act with regard to collection, storage, access to, provision and disclosure of that data. Our privacy policy will detail this and anyone can be informed how we are treating their data.
- 3.3. We also follow the rules from the Housing Ombudsman Scheme in their Complaint Handling Code, and the Regulator for Social Housing, in their Economic and Consumer Standards.

## 4. Definitions

### How we define unacceptable behaviour

- 4.1. If you are assertive or determined when you contact us, that's ok. We understand that some situations are stressful and that might mean you are frustrated with us. We will always consider any distressful circumstances you might be in, when we know about them.
- 4.2. Where anyone's behaviour creates unreasonable demands on our colleagues where they cannot give the right level of service to others, we will consider this as unreasonable. We have given some examples of what this might be, below:
  - a. **Unreasonable demands.** For example

- asking for large volumes of information without fair reason
  - asking for responses within a short space of time
  - refusing to speak to an individual where there is no evidence of an issue, or
  - insisting on speaking with another colleague which puts too many demands on them, and someone else can help.
- b. Unreasonable persistence.** For example
- refusing to accept the answer that we have given
  - continuing to raise the same issue without giving us any new evidence
  - repeatedly adding to or changing the reason for a complaint
- c. Verbal abuse, aggression or violence.** For example
- actual physical or verbal abuse
  - derogatory remarks
  - rudeness
  - inflammatory allegations (accusing someone of something)
  - threats of violence
- d. Overload of letters, calls, emails, social media messages or face to face requests to colleagues.** For example
- The frequency of contact
  - The volume of contact
  - The frequency and length of phone calls or conversations

## 5. Our approach to unacceptable behaviour

### How we deal with unacceptable behaviour

5.1. We believe that:

- People might feel angry or frustrated with us if something has gone wrong
- Everyone has the right to be heard, understood and respected by us
- Everyone should be treated fairly, honestly, appropriately and consistently
- It is not acceptable to be abusive, patronising or derogatory and rude
- We should have a reasonable amount of time to answer any requests

#### Informal actions

- 5.2. If we think you are doing any of the things we have listed above in section 4 (Definitions), we will speak to you about it first and ask you if you can change the way you are speaking to us or contacting us.
- 5.3. If you do not feel there are any changes you could make, we will ask if there is someone else that can speak to us on your behalf. This might be a family member, friend or support worker. If you are also receiving support from another organisation such as social services, we will also consider working with them to support you in the best way we can.
- 5.4. If you choose not to take the options above and your contact with us is still unreasonable, we will give you a warning that we might change the way we respond to your requests. If we send you a warning, we will give you examples of where we feel your behaviour is unacceptable so that we are being clear. We will also include what formal steps we could take, and what that might mean for you and the way you can contact us.

## Formal actions

- 5.5. If things do not improve and we decide to take some more formal actions, we might:
- a. Give you a single colleague that you contact for everything
  - b. Limit the way you contact us to one method. This could be email, phone call, letter or other methods. We will make sure you can use this method before we put anything in place.
  - c. Limit contact to certain times or to a limited number of times per week or per month.
  - d. Stop giving any more consideration to an issue unless you give us any new information or the situation changes significantly
  - e. Only consider a maximum number of issues in a certain time period

In extreme cases of physical violence or harassment towards colleagues we may involve the police, take legal action, or end contact with you directly, only using a representative to speak with you.

- 5.6 Wherever we put a limit on the way you contact us, we will record this on our system so all colleagues know the limit is in place, and how long it will last.

## 6. Exceptions

### Times when we will not use this policy

- 6.1. We will use this policy when it is the best way to help fix an issue. However, any action we take or limits we make will be made in line with the Equality Act 2010. We will not use any possible actions listed above where we would be discriminating against anybody.
- 6.2. We will always consider everything that is going on for you before we put any limits in place. If we can work together to improve things without taking formal action, we will always prefer to do this.

## 7. Reviewing restrictions

### When and how we will remove any limits

- 7.1. You can ask us to review any limits we put in place. If you ask us to do this, a senior colleague will review the decision we have made and tell us to change this if they do not think we have been fair or reasonable.
- 7.2. If we put a limit in place we will agree how often we review it with you. If your behaviour improves and stays better we may review the limits sooner.
- 7.3. If the unacceptable behaviour has stopped at the time of any review we will consider removing the limit that is in place. We will discuss this with you at the time.
- 7.4. If you are still behaving in an unacceptable way that is impacting colleagues, we will keep the limit in place. If we do this we will explain our decision and tell you how much longer the limit will be in place before we review it again.

# Appendix 1 – Unacceptable behaviour flowchart summary

## Unacceptable Behaviour Flowchart Summary

