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Unacceptable Behaviour Policy

Department	Customer Engagement
Policy Owner	Director of Customer Engagement
Approved Date	26 February 2021
Date for Renewal	26 February 2024
Version Number	1

Purpose

Our aim is to provide you with outstanding customer service, and it is important that both our customers and staff are treated with respect. Whether it's via phone, email or face to face in our offices or your home, we aim to treat you courteously at all times. We recognise that some people may have difficulty in expressing themselves or communicating clearly, especially when anxious or upset. We also understand that some people may find it difficult to identify what impact their behaviour may have on others. Throughout our process we will do our best to work with you to achieve the best outcome.

1. Remedial Actions

Should we receive aggressive, abusive or threatening behaviour or persistent complaints/enquiries (such as continuing to pursue an issue after it has been dealt with or pursuing unjustified complaints), we will discuss this in the first instance. Should this behaviour persist, we reserve the right to take action such as restricting contact with us.

2. Working Together

We are here to help, and we want to work with you to resolve any concerns you may have. By working together it will enable us to provide you the outstanding service we pride ourselves on. If you are unhappy with how our staff have handled your enquiries please contact us in a way that suits you and this will be handled through our Complaint Resolution policy.

Version Control

Note: minor updates increase version number by 0.1; major updates increase version number by 1.0.

Version	Detail	Approved by	Date
1.0		Director of Customer Engagement	26 February 2021