TENANT POLICY
Managing Customer Behaviour

Policy Reference **HC9** Version No. **2**

OBJECTIVES OF THIS POLICY:

To In social housing the vast majority of customers are polite and respectful and only a minority behave unreasonably. But that minority can often take up a disproportionate amount of staff time and energy; preventing us from providing a good quality service to others and can be a source of stress for those other customers and for our staff.

This policy provides customers with clear expectations about their behaviour and gives staff a framework that enables them to feel confident and supported when deciding on an appropriate course of action.

This policy explains what constitutes unreasonable behaviour and sets out the range of actions staff can avail of to address it or prevent it from escalating; thus ensuring a consistent approach which is appropriate and proportionate to every situation. At Woven we believe it is important to ensure that all customers, regardless of their behaviour, are treated with respect and dignity and have the right to be heard.

SCOPE: IS IT A STRATEGIC, OR OPERATIONAL POLICY?

This is an operational policy covering all areas of our work and all channels of contact. It applies to all staff and third parties acting on our behalf such as contractors.

POLICY STATEMENT:

At Woven we define **Unacceptable/ Unreasonable Behaviour** as:

Aggressive or abusive behaviour - this includes physical acts of aggression, threats and behaviour or language (verbal, written or face-to-face) that is intended to insult, degrade or bully, or is otherwise derogatory.

Unreasonable demands – this includes demanding responses within an unreasonable timescale; insisting on dealing (or not dealing) with a specific member of staff; repeatedly changing the substance of a complaint; raising unrelated concerns; requesting old complaints be revisited; and requesting large volumes of information without good reason.

Unreasonable levels of contact – this includes an overload of correspondence or telephone calls; copying in several members of staff; repeatedly raising the same complaint; and refusing to accept a decision.

Unreasonable refusal to co-operate – this can include refusing to provide further details, evidence, clarity, or a summary of the concerns raised, or not co-operating with normal procedures.

Abuse of social media – this can include contacting staff using their personal details or personal social media accounts and publishing personal and private information about staff online.

How we **manage unacceptable behaviour** will depend on the nature and extent of it. In the first instance, we should always give the customer opportunity to modify their behaviour. If the behaviour continues then we will consider whether to restrict their contact with us. We must always maintain at least one form of contact with customers and make provision for the reporting of emergencies. Before restricting a customer's contact, we will consider any vulnerabilities or additional needs before deciding on which restriction to use. This is to ensure we don't restrict the customer to a contact method they cannot comply with e.g. due to disability or language needs. Any restrictions put in place will be kept under continued review as correspondence continues with the customer.

RISK STATEMENT:

- Reduce the risk of inconsistent and potentially discriminatory approaches being taken to individual cases.
- Reduce the risk of stress to employees, agents, and/or other customers in situations where this policy applies.
- Recognition that action taken under this policy may be received negatively.