



Preventing and managing unacceptable customer behaviour Policy

1.0 Purpose and scope

This policy sets out Notting Hill Genesis's (NHG) approach to preventing and managing unacceptable and abusive behaviour, harassment and violence towards staff.

It sets out a fair and consistent framework around these issues across the organisation to ensure that the associated risks are identified and managed, with a clear threshold about what behaviours staff are not expected to accept.

We recognise that individuals may act out of character in times of distress or trouble, such as when faced with legal action which may place their home at risk. This does not mean that a customer's behaviour should automatically be considered unacceptable, and we consider that instances of unacceptable customer behaviour are likely to occur only in exceptional circumstances.

However, where instances of unacceptable or abusive behaviour do occur, we will act robustly to ensure the safety and wellbeing of staff.

Staff are expected to maintain professional behaviour in line with our code of conduct.

2.0 Definitions

For the purpose of this policy and any related procedures, unacceptable or abusive behaviour is defined as being any behaviour which;

- Has a significant negative effect on our ability to provide services to customers,
- Causes distress or alarm to staff,
- Causes a member of staff to feel harassed

This may include, but is not limited to:

Abusive Behaviour	Unacceptable Demands	Unacceptable Persistence
<ul style="list-style-type: none">• Making threats towards staff members, such as	<ul style="list-style-type: none">• Demanding to only deal with a particular member of staff or	<ul style="list-style-type: none">• Continual phone calls or emails to staff members

<ul style="list-style-type: none"> threats of violence • Verbal abuse, use of offensive language, derogatory or personal remarks • Inflammatory statements and consistently unsubstantiated allegations against staff • Sexually inappropriate behaviour • Failure to control aggressive pets around staff members 	<ul style="list-style-type: none"> unreasonably refusing to deal with a particular member of staff • Demanding responses to requests or complaints within an unreasonable time period • Persistently making unfounded complaints or requests for repairs • Persistently refusing to accept that some issues are not within NHG's remit to investigate 	<ul style="list-style-type: none"> • Persistent refusal to accept the outcome of a decision, or seeking an outcome which is not possible for policy, legal or other valid reasons • Persistently approaching NHG through different routes about the same issue
---	---	--

3.0 Customer's obligations

We expect all customers to treat members of staff with respect. Our staff should feel safe and secure in their work environment, including when visiting customers at home.

Your occupancy agreement makes clear the standard of behaviour that we expect from residents.

4.0 Prevention, response, support framework

Although the specific details of how we manage unacceptable behaviour, harassment and violence may differ depending on the part of the business and staff job roles, the whole organisation uses the following overarching framework.

- Prevention – planned measures put in place by the organisation, such as staff and customer risk assessments, training, lone worker devices, incident recording systems and designing violence out of our buildings.
- Response – measures put in place by individuals when unacceptable behaviour, harassment or violence occurs, such as the use of dynamic risk assessment, customer contact agreements or implementing the Anti-Social Behaviour policy and procedures where relevant.
- Support – measures put in place by the organisation to support staff and customers after an incident of unacceptable behaviour, harassment and violence.

This framework is delivered via the procedure associated with this policy. It is a continuous cycle, giving the opportunity for learning from incidents to be fed into prevention and planning. All managers will be required to evidence the prevention, response and support measures used in their area.

5.0 Actions when Unacceptable Behaviour Occurs

Records will be made of all instances of unacceptable behaviour, harassment and violence.

Actions will be taken in order to stop the behaviour and prevent it from reoccurring. Actions used will be proportionate and take into account any disabilities or vulnerabilities of the customer, as appropriate.

Actions may include, but are not limited to:

- ending in-progress contact
- verbal or written warnings
- contact agreements
- injunctions
- eviction

We will monitor and evaluate our approach to unacceptable customer behaviour. This includes reserving the right to monitor and review telephone calls made to us, as appropriate.

6.0 Related internal documents

The following documents relate to this policy:

- Lone working policy
- Professional boundaries policy
- Code of conduct
- Safeguarding policies and procedure
- Complaints policy
- Anti-social behaviour policy and procedure
- Tenancy or Licence Agreements
- Hate incidents and hate crime policy
- Data protection policy

7.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering equality, diversity and inclusion and privacy and data protection. To request a copy of these assessments, please contact us at policy@nhg.org.uk

Document control

Author	Tara Devine, Research and Policy Advisor
Approval date	5 th February 2019
Effective date	8 th April 2019
Approved by	Policy Group
Policy owner	Head of Policy and Customer Experience
Accountable Director	Director of Business Improvement

Version Control

Date	Amendment	Version
Jan 2019	New NHG policy	1.0