

POLICY: Unacceptable Behaviour Policy

Date Approved: 2023

Date of next review: 2025

Author: Lauren Parrett

Responsible Committee: The Board

Version: 1.0

1.0 Introduction

- 1.1 This policy sets out the approach we will take in response to actions and/ or behaviours by residents, contractors, members of the public or others towards our employees which are considered unacceptable.
- 1.2 We consider behaviour to be unacceptable when it is rude, derogatory, intimidating, abusive or unkind, where employees are regularly subject to such behaviour or where unreasonable demands are placed on our staff, potentially to the detriment of other residents or services.
- 1.3 This policy provides a clear framework so that employees can act confidently, in accordance with PHA Homes values, should they ever experience unreasonable or unacceptable behaviour from tenants, contractors, or members of the public.
- 1.4 We expect all our team to act in a friendly, polite, and courteous way when dealing with our customers, clients, and members of the public and we expect our staff to be treated with courtesy.

2.0 Policy objectives

2.1 This policy has been introduced by PHA Homes to;

- Ensure that its employees are protected from the impact of unacceptable behaviour
- Take a fair, consistent, and appropriate approach when dealing with those whose actions, we may consider unacceptable
- Give all our residents the right to be heard, understood, and respected and affording the same rights to our employees;
- Operate within PHA Homes core values.

3.0 Scope of policy

3.1 We recognise that when tenants, contractors, or members of the public contact us, they 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.

3.2 Unacceptable demands would include repeated 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 undertakings or promises about issues that are outside of our control.

3.3 Both unreasonable and unacceptable behaviour can happen via any method of communication, including in person, email, letter, phone, or social media.

3.4 This policy is framed within the context of the following legislation:

- Equalities Act 2010
- Human Rights Act 1998
- Freedom of Information Act 2000
- Health and Safety at Work Act 1974
- The Management of Health and Safety Regulation 1999
- Data Protection Act 1998

4.0 The policy

4.1 Unacceptable behaviour includes, but is not limited to;

- Threats of any kind
- Sexual contact or innuendo
- Verbal abuse
- Physical abuse
- Derogatory or discriminatory remarks based on race, age, religion, gender, sexuality or other
- Offensive or abusive language include swearing
- Rudeness
- Inflammatory statements
- Unsubstantiated allegations
- Personal abuse

4.2 Unreasonable behaviour may include:

- A high volume of communication demanding responses within an unacceptable timescale or outside of our service standards (excessive phone calls, emails or letters which are disproportionate to the issue being raised)
- Repeatedly contacting us about an issue that has already been decided and where the person has been notified or responded to in previous communication
- 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 tenant, client, or member of the public
- Demanding to speak to staff and/or Board members who are not responsible for areas of queries
- Persistent refusal to accept a decision made by us by continually pursuing a case or requesting multiple complaint investigations without presenting any new information

4.3 Any of these may be considered unacceptable and unreasonable, in isolation or collectively, if they start to impact substantially on PHA Homes capacity, by adversely affecting staff or Boards ability to carry out their duties or in providing services to other PHA Homes tenants.

5.0 How will We Respond to Unacceptable Behaviours?

5.1 Isolated incidents

- 5.1.a We expect all our team and Board to act in a friendly, polite, and courteous way when dealing with our customers, clients, and members of the public and we expect our staff to be treated with courtesy
- 5.1.b Where employees feel that they are not being treated with courtesy and respect, all staff have the right to terminate contact.
- 5.1.c All staff have the right to terminate contact if they are concerned for their safety or wellbeing at any time
- 5.1.d If a member of staff experiences unacceptable or unreasonable behaviour or considers a situation unsafe, they will report it to their manager at the earliest opportunity.
- 5.1.e We will formally write to residents or others to make clear that behaviours have fallen outside acceptable behaviour and to remind them of the need for staff to be treated with respect.

5.2 Repeated incidents

- 5.2.a If any individual persistently behaves in an unacceptable or unreasonable way, we will notify them of our intention to restrict contact if any further incidents occur.
- 5.2.b 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.
- 5.2.c Violent, abusive, or threatening behaviour will be reported to the Police immediately.

6.0 Equality

Any restrictions placed on a tenants contact due to unacceptable behaviour should be appropriate to their needs and will demonstrate regard for the provisions of the Equality Act 2010. For example, we would review information currently held about tenant needs, using the information on our housing management system, vulnerability markers or support in place as well as seeking further information from the relevant party where appropriate.

7.0 Communication & review

The person affected will be informed of the steps being taken, the arrangements being put in place, the reasons why and the length of time the arrangement is in place for. Information on the arrangement will be added to the tenants account to enable all relevant staff to manage ongoing contact to best suit the business and tenants needs. This will normally be for a year when it will be reviewed by the line manager.

- 7.1 A person subject to an unacceptable behaviour arrangement can appeal a decision that has been made and this will be reviewed by a member of the leadership team at our discretion.

8.0 Performance monitoring and Oversight

- 8.1 Any reports from staff will be considered and action taken in accordance with this policy. Issues will be discussed with staff, when necessary, via the most suitable communication method.
- 8.2 Incidents of unacceptable or unreasonable behaviour will be regularly reviewed by the senior management team.
- 8.3 The number of residents (or others) subject to unacceptable behaviour arrangements will be reported to Board on a quarterly basis, clarifying how long each arrangement has been in place. This allows for oversight by the Board to ensure that arrangements are reasonably applied and regularly reviewed.

Related documents

- Anti-social behaviour policy and procedure
- Complaints policy and procedure
- Data Protection policy
- Lone working procedure
- Health and Safety in the Workplace policy
- Equality and Diversity policy