

Unreasonable Behaviour Policy

Policy Number:	
Responsibility:	Head of Customer Operations
Approved by:	Director/Executive Director/ET/Board
Approval Date:	
Review Date:	



Unreasonable Behaviour Policy

Summary
You deserve to be treated fairly and with respect. If we get things wrong, we'll listen to your concerns and put things right as quickly as possible. You'll be frustrated, we get that, but it's important that you treat our people with the same respect so that we can work together to find a solution quickly. This policy outlines the action we'll take to protect our people if your behaviour is unreasonable.

1. Introduction

You might find a situation frustrating, and we understand that when things go wrong it can be stressful. We expect our people to be polite, respectful, and considerate when trying to resolve your concerns. We ask you to show our people the same consideration.

We regard unreasonable behaviour to include:

- Physical aggression, violence, or threats of violence.
- Verbal abuse, offensive remarks, rudeness, inflammatory allegations
- Repeated unreasonable demands – this may include the frequency and length of contact as well as the volume of correspondence received or requested.
- Unreasonable persistence - refusing to accept the answer that has been provided, continuing to raise the same subject matter without supplying any new evidence, continuously adding to, or changing the subject matter of the complaint.

2. How we will respond to unreasonable behavior

If we consider your behaviour to be unreasonable we'll let you know and try to agree a solution with you.

If we're unable to agree a suitable solution and the unreasonable behaviour continues, we'll advise you of the action we'll take to protect our people, in accordance with your communication preferences where possible. This may include:

- providing you with a single point of contact.
- limiting contact to a single format e.g. writing, email or telephone only.

- limiting contact to certain times or to a limited number of times per week or month.
- declining to give any further consideration to an issue unless any additional evidence or information is provided.

Before making the decision to take action, we'll consider your individual circumstances and any support needs. You may want someone to talk to us on your behalf, such as a relative, friend, or support worker. If this is the case, please let us know.

Because we recognise that these actions will only be taken in exceptional circumstances, we'll obtain approval from an Executive Director here at Moat.

We'll review the actions that we put in place and let you know if this changes. We'll do this at least once a year.

3. Appeal

When we advise you of the action we're taking, we'll let you know that you can appeal the decision by contacting us within 10 working days of being notified. A different Executive Director will look at your case and contact you within 10 working days.

4. Legislation Regulation & Guidance

This policy has been developed in line with the Housing Ombudsman Service's guidance on Unacceptable Behaviour as a benchmark for good practice.

5. Impact Assessments

Equality Impact Assessment – attached

Data Protection Assessment – attached

Appendix

Link to Corporate Strategy
Our Corporate Strategy sets out our commitment to a great customer experience. This includes ensuring that we are inclusive, warm, and helpful in the process. Our Corporate Strategy also sets out our commitment to ensuring our people always feel respected. This policy looks to find the balance of both aspects.
Definitions
Unreasonable behaviour is defined by Moat as behaviour which is: • aggressive or abusive • causes deliberate damage • unreasonable in nature, or • unreasonably persistent.
Linked Policies
• Complaints Resolution Policy • Lone Working Policy • ASB (Anti-Social Behaviour) Policy • Data Protection Policy
Legislation
• Data Protection Act 2018 • Equality Act 2010
Customer Engagement
Our Customer Advocates have been engaged in the production of this Policy and support its adoption.