

Policy for dealing with unacceptable customer/client behaviour

The range of actions that we consider to be unacceptable are as follows:

- Aggressive or abusive behaviour; and
- Unreasonable demands and/or unreasonable levels of contact

Aggressive or abusive behaviour

No member of staff or volunteer should be required or feel obliged to deal with any customer either face to face, over the phone or in correspondence, who is exhibiting threatening, abusive or violent behaviour. In any of these circumstances a member of staff has the right to refuse to serve that customer and should refer the customer to their immediate supervisor, whether this be whilst delivering/collecting goods, serving customers at our shop or when supporting clients at our offices.

Threatening behaviour is defined as, but not limited to, threats of violence to members of staff or any other person which is, for example; sexist, racist or homophobic; including intimidating language, swearing and/or aggressive body language.

Where a customer/client is aggressive or abuse we may decide to:

- Advise the customer that we consider their actions offensive, unnecessary and unhelpful and ask them to stop;
- End telephone calls/deliveries/collections/meetings;
- Terminate all direct contact with the customer/client;
- Notify the police. This will always be the case if physical violence is used or threatened;
- Take any other action that we consider appropriate to the circumstances.
-

Unreasonable demands and/or unreasonable levels of contact

A demand becomes unacceptable when it starts to impact excessively on the work of our staff and volunteers, or when dealing with the matter takes up an excessive amount of time and in so doing, disadvantages other clients and customers.

Where a client or customer is unreasonably demanding, for example, repeatedly contacts us by person, by phone or email relating to the same issue, we may decide to:

- Limit contact to telephone calls from the person at set times on set days;
- Restrict contact to a nominated member of staff who will deal with phone calls and correspondence;
- See the person by appointment only;
- Restrict contact to written correspondence only;
- Refuse to deal with further correspondence and return any documents;
- Take any other action that we consider appropriate to the circumstances.

Action

Before we take action, we will give the customer/client an opportunity to modify their behaviour. If the behaviour continues, we will take action as set out in his document.

Decisions and length of restrictions will be notified in writing to the customer/client.