

This leaflet explains how we deal with managing unreasonable behaviour

Customers have the right to express their views and ask questions about our services. Comments and suggestions are important in helping us to improve the service we provide. Occasionally, customers may make unreasonable demands that could affect the service we provide or communicate with us in a manner which causes offence. Where this occurs, we reserve the right to manage contact in an appropriate manner to protect our employees, partners and contractors and to maintain the effectiveness of our service to others. Our procedure sets out our approach to the minority of customers whose communication we consider unreasonable or unacceptable, and the action we will take to manage the situation.

What is unreasonable behaviour?

We recognise that in times of distress people may act out of character, and we will not automatically view behaviour as unacceptable just because a customer is forceful or determined, but will take a measured approach. Examples of unreasonable behaviour may include:

- Abusive or offensive language
- Unmanageable demands
- Unreasonable persistence
- Threats to health, safety or wellbeing

Action we may take

How we decide to manage the unacceptable or unreasonable behaviour depends on its nature and the impact it has on the individuals. Some actions may include:

- Blocking customers who display unacceptable behaviour over our social media channels.
- Informing a customer that they can only contact us via one method – (for example only by email but not in person or by telephone)
- Limiting how often we respond to correspondence
- Appointing a named officer to be the customer's single point of contact
- Ending all direct contact with a customer
- Reporting physical assaults or threatening behaviour to the Police.

Your rights

Decisions to restrict contact will be taken after careful consideration by our Complaints and Resolutions Panel. When a decision has been made and approved, a customer will be told:

- Why a decision has been made to restrict future contact
- The restricted contact arrangements
- The length of time that these restrictions will be in place

Customers can request a review of a decision to restrict contact (unless the restriction is a result of physical assault or threat to health and safety). The review will be considered by a member of the Management Team who was not involved in the original decision. They will advise in writing whether there is to be any reconsideration and the reasons why.

If you have any questions, please contact our office.

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Email: enquiries@kenistonha.co.uk