



Accent

UNACCEPTABLE BEHAVIOUR POLICY

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Unacceptable Behaviour Policy



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1.0	Customer Experience Committee (25/04/2024)	27/06/2024	23/06/2025	New Policy	Jane McKalroy
1.1	CEC (25/04/2024) Robert Bloom, Director of Housing (15/05/2026)	18/05/2026	23/06/2028	Correcting version control to reflect the 3-year review cycle which was agreed upon initial approval at CEC	

Purpose:

This policy sets out how we will work with customers who present behaviour we consider to be unacceptable, when they contact us to access our services. This includes contact that is face to face, by telephone, by e mail, via social media or in writing.

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1. Introduction

We are committed to ensuring all our customers are treated fairly and with respect, and that everyone can access our services. We want to understand what our customers are telling us and will always listen to them and respect their views.

We understand that when things go wrong, this can create stressful situations for our customers and that this may lead to them acting out of character.

We will always aim to support customers to have their opinions heard, but sometimes we may have to restrict or change access to our services where we feel a customer's actions are unacceptable.

Under the terms of the tenancy, lease or transfer agreement it is made clear that we will not accept abuse, harassment or threatening behaviour towards our staff.

We understand the diverse needs of our customers and we are committed to treating our customers fairly and in line with the requirements of the Equality Act, 2010. Where necessary we will make reasonable adjustments to make sure all customers are able to access our services

When considering the use of this policy we will assess the customer's vulnerabilities or special requirements to ensure that they are treated fairly and that they are not adversely affected by the decision we make.

More information can be found on our website:

<https://www.accentgroup.org/about-us/diversity-and-inclusion/>

2. Scope

This policy applies to all contact with and/or from customers in relation to the delivery of any of our services.

3. What is unacceptable behaviour?

We will always aim to deal with customer enquiries and complaints, but there may be times we have to put measures in place to address behaviour we consider unacceptable, for example:

- Aggressive behaviour, including:
 - swearing
 - abusive language
 - threats
 - physical violence
 - personal verbal abuse
 - derogatory remarks
- Any form of discrimination in relation to a person's protected characteristics.

We would not consider a customer being assertive as behaving unreasonably. We understand that there may have been difficult circumstances that have led to the customer contacting us, but our staff have the right to do their jobs without being treated badly.

We recognise that customers may need to be persistent when contacting us if their issue is not being resolved. However, we may consider behaviour to be unacceptable if it is so demanding or persistent that it affects our ability to deliver our services effectively, for example:

- Unacceptable demands, including:
 - Demanding responses within an unreasonable timescale.
 - Insisting on seeing or speaking to a particular member of staff.
 - Continual phone calls, emails or letters
 - Repeatedly changing the substance of a complaint or raising unrelated concerns.
 - Asking for sensitive or confidential information that we are not able to share.
- Unreasonable persistence, including:
 - Refusal to accept a decision or explanation and pursuing these issues in an unreasonable way.
 - Unnecessary volumes of letters, calls, emails or contact via social media, including the frequency of contact and the frequency and length of telephone calls.

4. How we deal with unacceptable behaviour

We will tell customers if we feel they are behaving in an unacceptable way, and give them the chance to change their behaviour, but if it continues, we may:

- End the conversation – either on the telephone or face to face.
- Limit how much time we spend on the phone with the customer.
- Help customers by phone or e mail, rather than face.
- Not reply to repetitive communications we receive.
- Limit contact to certain situations, such as urgent repairs.

In very serious situations, we may:

- Deal with the unacceptable behaviour in line with our [Anti-social Behaviour and Hate Crime Policy](#)
- Add warning flags to the customer's records.
- Call the police if the unacceptable behaviour is of a criminal nature.
- Take legal action which could put the customer's tenancy at risk.

We will confirm to the customer in writing any actions we are proposing to take, and the consequences of continued unacceptable behaviour.

The way we record, store and use our customers' personal information will be meet the requirements of our [Data Protection Policy](#). All personal information we hold about our customers will be relevant, accurate and up to date, and we will only keep it for as long as we need it.

5. If you feel our decision is unfair.

If a customer feels that any restrictions or warnings put in place are unreasonable, they may appeal the decision. The appeal should be made to CustomerServices@AccentGroup.org, or by calling **0345 678 0555**, explaining the reasons for the appeal.

The case will be independently reviewed by a senior manager who will respond within 20 working days of receiving the appeal and explain the outcome of the review. This will be the final decision on the matter.

6. References

- Accent's Complaints and Compensation Policy
- Accent's Anti-Social Behaviour and Hate Crime Policy
- Accent's Data Protection Policy

7. Exceptions

There may be certain circumstances under which the terms of this policy may be reconsidered. Colleagues should be mindful of customer vulnerabilities and their specific needs. Extenuating circumstances will be assessed on a case-by-case basis and exceptions may be applied that require empathy and flexibility, to ensure that customers are treated fairly, compassionately and with respect.