

Unacceptable Behaviour and Unreasonable Demands Policy

Policy Statement

Purpose

The purpose of this policy and procedure is:

- to ensure that Orwell's colleagues, customers, and visitors have an expectation of being treated politely, fairly, honestly, respectfully and with understanding;
- to define the behaviours that are not acceptable to Orwell;
- to ensure that the ability of colleagues to complete their work is not hindered adversely by individuals who behave in an unreasonable manner;
- to ensure our colleagues have a safe working environment and are not exposed to unnecessary stress;
- to empower colleagues to deal confidently with unacceptable behaviour and unreasonable demands.

Legal Obligations

Orwell and its employees have a legal obligation to follow the Health and Safety at Work Act 1974 & the Equality Act 2010.

Orwell's Commitment

We are committed to providing customers with excellent standards of service and to dealing with them politely, fairly, honestly, respectfully and with understanding.

We believe that all people interacting with us including customers, visitors and contractors have the right to do so in safety and without fear of being physically or verbally harmed, injured, intimidated, or abused.

We recognise that most customers who contact Orwell Housing act in a polite and courteous manner. Unfortunately, however, there are occasions when this is not the case. This policy is intended to address how we manage the very few individuals whose actions and behaviour are unacceptable or unreasonable.

When customers contact Orwell, we will listen to them and give them the opportunity to explain their query. Customers will be treated with courtesy and respect.

We expect Orwell colleagues to be treated with the same courtesy and respect with which we treat our customers.

We recognise that unacceptable behaviour from customers may have a significant impact on our colleagues' mental health and wellbeing and are committed to supporting this wellbeing via our Wellbeing Strategy, wellbeing champions, mental health first aiders and our employee assistance programme.

Orwell accepts that at times customers may feel angry or frustrated but we have a zero tolerance towards aggression being directed towards our colleagues.