



The Whiteley Homes Trust

Policy No: TWHT

## UNACCEPTABLE BEHAVIOUR POLICY

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<b>Owner</b>	Director of Operations
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### Review Tracker

Review Date	Reviewed by	Changes Made	Approved by	Approved by date	Version



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## 1. Introduction

The Whiteley Homes Trust (the Trust) aims to deliver high quality services. We believe that our beneficiaries, tenants, customers or stakeholders have the right to be heard, understood and respected.

We expect our employees to treat people with courtesy, respect and fairness at all times, and for our employees to be treated in the same way. Sometimes it is difficult to deliver services effectively where there is unacceptable behaviour towards our employees, or unreasonable demands on our service or levels of contact. We have to take action to protect the health and wellbeing of our employees who have a right to do their jobs without fear of being abused or harassed. We also consider the impact of the behaviour on our ability to do our work and provide a service to others. This policy sets out how we will identify and manage these types of behaviours and actions and how we will communicate this to service users.

This policy covers all types of communication including but not limited to:

- Letter
- Phone
- Email
- Social Media
- In person

Incidents of unacceptable behaviour between residents or their visitors will be managed through our anti-social behaviour policy.

## 2. What is unacceptable behaviour

We categorise unacceptable behaviour in three broad headings.

### **Unacceptable behaviour**

Sometimes people may be upset, angry, or anxious about the issues they have raised in their complaint. We will always try to help but we will not accept aggressive, abusive or harassing behaviour towards our employees.

Examples of this type of behaviour can include:

- behaviour or language (verbal or written) that may cause employees to feel offended, afraid, threatened, or abused
- derogatory or discriminatory remarks; including racist, sexist, disablist, homophobic, or transphobic comments
- using insulting or degrading language



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- making serious allegations against us or others without any evidence
- publishing information about employees online including social media
- recording and publishing telephone discussions with employees that are taken without their consent
- contacting employees using their personal details or social media presence such as Facebook, Instagram, X or LinkedIn

### **Unreasonable demands**

Demands on our service can be unreasonable if they impact our ability to provide a consistent service, or if involves an excessive amount of employee time.

Examples of these type of demands can include:

- repeatedly demanding a response within a timescale outside of normal timescale agreements
- insisting on, or refusing to speak to employees when that is not possible
- repeatedly changing the substance of a complaint or raising unrelated concerns
- refusing to accept a decision where explanations for the decision have been given
- refusing to co-operate by not providing information we request to allow us to help resolve the issue

### **Unreasonable levels of contact**

Levels of contact become unreasonable when the amount of time spent managing it impacts our ability to process the complaint or limits the service we can give to other people.

Examples of this type of contact can include:

- repeated contact whilst a complaint is being progressed or after it is closed
- lengthy telephone calls repeating the same points for discussion
- high volumes of information provided by email, webform, or post where the information repeats what has already been given
- copying our employees into emails with other parties where this is not necessary

## **3. How we manage unacceptable or unreasonable behaviour**

Where our employees experience unacceptable behaviour on a telephone call they may take immediate action to terminate the call where it is appropriate in the circumstances. Where possible, the employee member will inform the resident why their behaviour is unacceptable before deciding to terminate the call.

The following list sets out the contact restrictions we can impose to manage unacceptable or



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unreasonable behaviour:

- requesting communication only in writing or through a representative
- restricting the way and how frequently a resident contacts us
- limiting contact to a specific colleague
- colleagues, contractors or other representatives to always visit in pairs
- only considering a certain number of issues in a specific period
- deciding not to further consider a complaint or other issue unless new evidence or information has been provided

The following list sets out additional actions we can take to manage unacceptable behaviour which threatens the immediate safety of our employees or other persons:

- notifying the emergency services
- reporting information shared on social media to platform moderators

If we consider someone's behaviour is unreasonable (due to the demands made or levels of contact) or unacceptable, we will first try to fix the issue. We will explain why the behaviour is unreasonable or unacceptable and will give the person an opportunity to stop the behaviour so we can continue to progress the case.

If we are unable to resolve the issue and decide there is a need to manage behaviour in line with our policy, this decision will be made by a Head of Department or above. The contact restriction conditions and reasons for the decision will be communicated to the resident in writing.

A managed behaviour restriction will usually be in place for 12 months. After 12 months this will be reviewed and either withdrawn or extended. The decision following the review will be communicated to the resident in writing.

If behaviour threatens the immediate safety of our employees, residents, other individuals, or the Trust, we will report the matter to the police.

We aim to let the resident know that we have reported their behaviour to police but there are some circumstances where this is not possible, such as a call being terminated before we have the opportunity to inform the person, or where informing the person could impact a criminal investigation.

#### **4. Appeals**

A resident can ask for a managed restriction to be reconsidered or appeal against a decision in any of the following circumstances:

- where there is a change in circumstances which mean the managed behaviour restriction is no longer appropriate



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- where there is evidence the restriction impacts the resident's ability to access our service
- a factual error was made by our service when making the decision to apply the restriction

A Head of Department or above will consider the request and decide if any changes will be made to the managed behaviour restriction. The outcome of this will be communicated to the resident within 15 working days of their reconsideration request.

## **5. Equality and Diversity**

The Trust considers this policy to be fair and inclusive and considers the impact it may have on people with protected characteristics under the Equality Act 2010.