

Unacceptable Behaviour Procedure

Linked policies	Unacceptable Behaviour Policy
Version	1
Date approved by (State by whom and when)	Head of Customer Excellence April 2024
Date effective from	April 2024
Date of next review (Three years from approved date)	April 2027
Procedure owner	Customer Experience Manager



1 Introduction

1.1 This procedure sets out the process and guidance to support the Unacceptable Behaviour Policy.

2 Scope

2.1 This procedure provides the working methodology for the management of unacceptable behaviour from customers or their representatives.

2.1.2 It is designed to aid staff in managing challenging behaviour that can make it difficult to work with and provide a service to customers. This procedure applies to all staff and customers and aims to balance the need to respect the rights and expectations of customers and provide effective, consistent, and responsive services, whilst protecting staff, sub-contractors, consultants, and other agents working on behalf of Greatwell Homes from abuse and harassment in the course of their duties.

2.1.3 Definitions as set out in our Unacceptable Behaviour policy:

2.1.3.1 **Customer** - A tenant (or former tenant), prospective tenant i.e. nominee from a Local Authority, leaseholder, shared owner of Greatwell Homes or an individual receiving a service from us or their third-party representative.

2.1.3.2 **Unacceptable & Unreasonable Behaviour** - We group these actions under four broad headings:

- Unreasonable behaviour - *(refer to para 3.2.1 of policy)*
- Unreasonable demands - *(refer to para 3.2.2 of policy)*
- Persistent and unreasonable behaviour - *(refer to para 3.2.3 of policy)*
- Aggressive, Intimidating or Abusive Behaviour or Harassment - *(refer to para 3.2.4 of policy)*

3 Procedure

3.1 Management of Unacceptable Behaviour

3.1.1 We will judge each case on its own merits, and action taken will depend on the nature, severity, and frequency of the behaviour.

3.2 Step 1: Initial contact to agree a voluntary informal solution:

- 3.2.1 A Senior Officer, Team Leader or Manager (whichever is the most appropriate based on the situation) within the relevant service area to which the matter relates must contact the customer to try and agree a voluntary (informal) solution to the issue(s) with the aim of allowing the customer time to consider and adjust their behaviour.
- 3.2.2 A record of the contact and discussion (giving due regard for what was the root cause of the unacceptable behaviour) and any subsequent agreement made to remedy this behaviour should be logged onto Orchard and confirmed in writing (*this can be via an email – it does not need to be a formal letter as the aim to informally resolve the issue*)
- 3.2.3 **Note:** it is important at this stage to identify if there are any support needs / reasonable adjustments required and that they are clearly recorded in line with our Reasonable Adjustments policy.
- 3.2.4 In instances where a reasonable adjustment cannot be clearly identified or agreed at this stage, but a support need appears to be evident, a UDC should be placed on the customer's file on our housing management system (Orchard) in line with our Alerts Procedure whilst we endeavour to work with the customer or a third-party to better understand any support needs and potential reason(s) for the behaviour.

3.3 **Step 2: Warning**

- 3.3.1 In cases where either the voluntary (informal) solution has not been adhered to, and/or the customer either fails to recognise or adjust their behaviour accordingly, then a warning should be issued in writing by the Senior Officer, Team Leader or Manager who made the informal agreement, clearly outlining the issue(s) and proposed solution to the behaviour making it clear that should the unacceptable behaviour continue, then formal action will be taken.
- 3.3.2 Clear notes should be added onto the customers tenancy notepad in Orchard and a copy filed within the tenancy folder in SharePoint.

3.4 **Step 3: Formal Warning**

- 3.4.1 The customer **must be informed in writing** of any restriction(s) in writing, clearly setting out and advising them of:
- 3.4.2 (a) the behaviour that we have found unacceptable and why, and
- (b) how we expect them to change their behaviour

(c) what actions we may take if they do not, along with a timeframe outlined for the restriction to be *reviewed

(d) their right to appeal the restriction within 28 days of it being put in place with the name of the relevant Head of Service clearly stated in the letter (this should be the HOS of the service that has imposed the restriction).

3.4.3 The types of action that we may take include the following:

- Provide a single point of contact
- Limit contact to a single form i.e. email, writing or telephone only.
- Limit contact to certain times, or a limited number of times per week/month.
- Only consider a certain number of issues in a specific period.
- In extreme cases undertake possession proceedings

3.4.4 *It is important that this review period is clearly logged and reviewed in line with information provided in the formal warning and ownership of this sits with the staff member who issued the formal warning.

3.4.5 **Any restrictions put in place must have a UDC added to the customer's account with the review period logged as end date, via our Housing Management system (Orchard) so that staff are aware of the restrictions.**

3.5 Right of Appeal

3.5.1 Customers have a right to appeal within 28 days of the restriction being put in place and as outlined in Step 3 (para 3.4.1) should be advised in writing of this right and the contact details of the Head of Service to whom their appeal should be addressed - this will be the HOS who has over-all responsibility for the area that the unacceptable behaviour is deemed to have occurred.

3.5.2 The HOS will undertake an appeal review of the restriction and will advise the customer in writing of the outcome of their appeal i.e. that the restricted contact arrangements will remain in force, or a different course of action has been agreed and the timescale this will remain in force.

3.5.3 The letter where the restriction(s) remain in place, must clearly advise that there is no further right to review regarding the specified restriction(s).

3.5.3.1 *In cases, where this relates to a complaint, the customer should be advised of their right to contact the Housing Ombudsman Service for free impartial advice and support if they disagree with the outcome of their appeal.*

Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

4 Customer Expectations

We set out expectations of behaviour for all our customers in their tenancy or lease agreement.

5 Responsibility and Decision Making

The table below illustrates the structure for responsibility and decision making in relation to this policy.

Person Responsible	Scope
Head of Customer Excellence	<ul style="list-style-type: none">Overall responsibility for ensuring that all activities are undertaken.
Customer Experience Manager	<ul style="list-style-type: none">Responsible for the overall day-to-day application and adherence to this policy and procedure.
Heads of Service, Managers, Team Leaders & Senior Officers	<ul style="list-style-type: none">Responsible for the overall day-to-day application and adherence to this policy and procedure.
Complaints Officers	<ul style="list-style-type: none">Responsible for reading and understanding of the policy and procedure
All Staff	<ul style="list-style-type: none">All staff are responsible for reading and understanding of the policy and procedure

6 Review

This procedure will be reviewed to comply with any changes in good practice, legislation, or regulation, and in line with the current policy which will be no

less than once every three years.