



## Unreasonable Behaviour Policy – PP53

You deserve to be treated fairly and with respect. If we get things wrong, we'll listen to your concerns and put things right as quickly as possible. You'll be frustrated, we get that, but it's important that you treat our people with the same respect so that we can work together to find a solution quickly. This policy outlines the action we'll take to protect our people if your behaviour is unreasonable.

### **1. INTRODUCTION**

You might find a situation frustrating, and we understand that when things go wrong it can be stressful. We expect our people to be polite, respectful, and considerate when trying to resolve your concerns. We ask you to show our people the same consideration.

We regard unreasonable behaviour to include:

- Physical aggression, violence, or threats of violence.
- Verbal abuse, offensive remarks, rudeness, inflammatory allegations
- Repeated unreasonable demands – this may include the frequency and length of contact as well as the volume of correspondence received or requested.
- Unreasonable persistence - refusing to accept the answer that has been provided, continuing to raise the same subject matter without supplying any new evidence, continuously adding to, or changing the subject matter of the complaint.

### **2. How We Will Respond to Unreasonable Behaviour**

If we consider your behaviour to be unreasonable, we'll let you know and try to agree a solution with you.

If we're unable to agree a suitable solution and the unreasonable behaviour continues, we'll advise you of the action we'll take to protect our people, in accordance with your communication preferences where possible. This may include:

- providing you with a single point of contact.
- limiting contact to a single format e.g. writing, email or telephone only.



- limiting contact to certain times or to a limited number of times per week or month.
- declining to give any further consideration to an issue unless any additional evidence or information is provided.

Before making the decision to act, we'll consider your individual circumstances and any support needs. You may want someone to talk to us on your behalf, such as a relative, friend, or support worker. If this is the case, please let us know.

Because we recognise that these actions will only be taken in exceptional circumstances, we'll obtain approval from the company Director at Accommodation Yes.

We'll review the actions that we put in place and let you know if this changes. We'll do this at least once a year.

### **3. Appeal**

When we advise you of the action we're taking, we'll let you know that you can appeal the decision by contacting us within 10 working days of being notified. The company Director will look at your case and contact you within 10 working days.

### **4. Legislation, Regulation and Guidance**

This policy has been developed in line with the Housing Ombudsman Service's guidance on Unacceptable Behaviour as a benchmark for good practice.