

# FIVE VILLAGES HOME ASSOCIATION LIMITED

Registered charity number: IP21187R



Last Review Date: 07/04/2025

Signature/Designation: 

Next Review date: 07/04/2028

## Unacceptable Behaviour Policy

### 1.0 Introduction

#### 1.1 Purpose

This policy outlines our approach to managing unacceptable behaviour from residents and customers towards colleagues of Five Villages Home Association Limited. This includes employees, contractors, and third parties providing services on our behalf.

#### 1.2 Definition of Customer

For the purpose of this policy, a customer refers to anyone who interacts with Five Villages Home Association Limited, including non-residents, applicants, or individuals affected directly or indirectly by our services.

#### 1.3 Core Values

We believe our residents and customers have the right to be heard, understood, and respected. We do not categorise behaviour as unacceptable simply because someone is assertive or determined. We acknowledge that distress and worry may cause individuals to act out of character, but this does not automatically justify unacceptable behaviour.

#### 1.4 Protecting Colleagues

Some behaviours or demands may have a significant impact on our colleagues and affect the quality of service we provide. We will take appropriate action to manage such behaviour to safeguard the well-being of our team members.

## 1.5 Fair Treatment

We are committed to treating all residents and customers fairly, honestly, and consistently, including those whose behaviour we deem unacceptable.

## 1.6 Zero Tolerance Policy

Our colleagues have the right to perform their jobs free from abuse or harassment. Any form of violence, discrimination, or intimidation towards colleagues will not be tolerated.

## 1.7 Investigation of Complaints

We will fully investigate any counter-allegations made by residents or customers against colleagues.

## 1.8 Scope of Policy

This policy covers unacceptable behaviour in all forms of communication, including:

- Letters
- Telephone calls
- Emails
- Website
- Social media
- In-person interactions

## 1.9 Behaviour Between Residents

Incidents of unacceptable behaviour between residents or visitors are addressed through our Anti-Social Behaviour Policy and procedures.

## 2.0 How We Define Unacceptable Behaviour

Unacceptable behaviour includes but is not limited to:

- **Aggressive or abusive behaviour** towards colleagues or contractors
- **Unreasonable demands** that place undue strain on services
- **Unreasonable persistence** in raising issues that have already been addressed

## 2.1 Aggressive or Abusive Behaviour

While frustration and anger can be natural emotions, any behaviour that escalates into aggression or abuse is unacceptable. This includes physical, verbal, or written actions that cause colleagues to feel threatened or unsafe.

### ***Examples of aggressive behaviour:***

- Threats or intimidation
- Shouting or excessive hostility
- Physical violence
- Personal insults or abuse
- Discriminatory remarks (e.g., racist, sexist, homophobic, or transphobic comments)
- Rudeness or inflammatory statements
- False accusations against colleagues

## 2.2 Unreasonable Demands or Persistence

Residents or customers may sometimes make excessive demands or persistently engage with colleagues regarding issues that have been reasonably addressed.

### ***Examples include:***

- Insisting on exclusive interaction with specific colleagues
- Requesting responses within unreasonable timeframes
- Repeated complaints with no new evidence
- Ignoring the limitations of our policies or legal requirements
- Making continuous contact through various channels without cause

## 3.0 Managing Unacceptable Behaviour

### 3.1 Initial Response

We will explain to a resident or customer why their behaviour is deemed unacceptable and provide an opportunity to modify their approach.

### 3.2 Communication Restrictions

If unacceptable behaviour persists during phone calls, our colleagues may issue a warning or terminate the call if necessary.

### 3.3 Addressing Vulnerabilities

We acknowledge that unacceptable behaviour may be linked to mental health concerns, substance misuse, or other vulnerabilities. Before taking formal action, we will conduct an **Equality Impact Assessment** to:

- Identify any protected characteristics under the Equality Act 2010
- Assess how best to manage the resident or customer's needs
- Determine whether additional support could be provided

Where appropriate, we may signpost individuals to relevant support organisations or collaborate with external agencies.

### 3.4 Formal Actions

If unacceptable behaviour continues, formal steps may be taken, including:

- Restricting communication methods or frequency of contact
- Assigning a specific contact person for interactions
- Only responding to new concerns, not previously addressed matters
- Declining further engagement if appropriate
- Involving external agencies

In severe cases, legal action may be pursued, such as:

- Seeking an injunction
- Initiating tenancy termination procedures
- Contacting law enforcement

Any formal action must be approved by a senior manager.

### 3.5 Criminal Behaviour

Behaviour that constitutes a criminal offence, including physical assault, harassment, or hate crimes, may result in legal repercussions. We will support colleagues who choose to report such incidents to law enforcement.

### 3.6 Documentation

We will maintain detailed records of all incidents involving unacceptable behaviour.

## 4.0 Appeals Process

### 4.1 Right to Appeal

Residents or customers may appeal any formal restriction placed upon them. Appeals must be submitted in writing within **20 working days** of notification.

### 4.2 Appeal Review

A senior manager, independent of the original decision, will assess the appeal and provide a response within **10 working days**.

## 5.0 Review and Monitoring of Restrictions

### 5.1 Periodic Reviews

Any imposed restrictions will be periodically reviewed to assess whether they remain necessary. Reviews will take place within a **12-month period**, and customers will be informed of the review schedule in writing.

### 5.2 Lifting Restrictions

If the resident or customer's behaviour improves, restrictions may be lifted. If concerns persist, restrictions may remain in place with justification provided.

## 6.0 Ensuring Fairness

### 6.1 Equality Considerations

An **Equality Impact Assessment** has been conducted to ensure this policy aligns with **Equalities Act 2010** requirements and does not disproportionately impact individuals with protected characteristics.

## 7.0 Confidentiality and Data Protection

### 7.1 Compliance with Regulations

We adhere to the **Data Protection Act 2018** regarding the collection, storage, access, and disclosure of personal data.

## 8.0 Policy Review

### 8.1 Updates and Amendments

This policy will be reviewed periodically to reflect legislative, regulatory, and best practice requirements.