

Unacceptable Behaviour Policy



Who this policy is for

This policy is for all residents of Wyedean Housing Association.

Introduction

This policy describes unacceptable behaviour and explains what we'll do when a resident's behaviour towards our staff is unacceptable.

We believe everyone has the right to be heard, understood and respected and want to provide an accessible service. However, when a resident's behaviour is unacceptable, we have the right to change or restrict access to our service. We do this to protect our staff and other residents from harm or disadvantage.

Sometimes we all feel stressed, angry or upset, and we consider each resident's circumstances when determining whether their behaviour is unacceptable.

What is unacceptable behaviour?

Unacceptable behaviour can include abuse of our staff, service or processes.

We will not tolerate abuse of our staff and have a duty under health and safety law to protect them.

We class unacceptable behaviour as:

- unreasonable behaviour
- aggressive or abusive behaviour
- unreasonable demands
- unreasonable persistence and contact
- vexatious behaviour.

Unreasonable behaviour

Sometimes residents ask for information and make complaints in an unreasonable way. Examples of this behaviour include:

- refusing to cooperate, including to give the details of a complaint, despite our offers of help
- denying or changing statements they'd previously made
- making unjustified complaints about staff who are trying to help and asking to have them replaced or wanting to choose who they deal with.

Aggressive or abusive behaviour

Aggressive or abusive behaviour includes:

- physical violence
- shouting
- behaviour or language (verbal or written) that may cause staff to feel offended, upset, afraid, threatened or abused



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- hate-related criminal behaviour
- inflammatory statements
- unsubstantiated allegations.

We will not tolerate:

- unsubstantiated accusations of criminal or perverse activity
- comments described above and directed at third parties, but which are told to us.

Unreasonable demands

What we consider an unreasonable demand depends on the seriousness of the issues the resident is raising and their circumstances.

It includes:

- asking for unreasonable amounts of information
- demanding a response in an unreasonable timescale
- excessive phone calls, emails, or detailed letters
- repeatedly contacting different staff members about the same issue
- insisting on seeing or speaking to a particular member of staff
- using false names to make contact
- sending large amounts of correspondence where the relevance is not clear
- repeatedly changing the substance of a complaint or raising unrelated concerns.

Unreasonable persistence and contact

When a resident is unhappy about our service, we encourage them to follow our formal complaints procedure. However, sometimes residents don't follow our procedures or are not satisfied with the outcome when they do. This can lead to unreasonable persistence and contact.

This behaviour includes:

- persistent refusal to accept that we can't do any more to help them
- persistent refusal to accept that an issue is outside of our control or jurisdiction
- persistent refusal to accept that we cannot provide the level of service they're asking for
- persistent refusal to accept the decision we've made or action we've taken
- persistent refusal to follow relevant procedures
- persistently contacting the office about the same issue
- persistently contacting the office about an issue we consider to be resolved without presenting any new information
- making an excessive volume of calls or other contacts such as email or letter
- making calls excessively long
- contacting different members of staff on the same day about the same issue

Vexatious behaviour

Vexatious behaviour is when a resident deliberately causes aggravation, disruption or annoyance rather than help us resolve a dispute. Sometimes residents are not aware of their vexatious behaviour.





This behaviour includes:

- action meant to cause maximum inconvenience, disruption or annoyance.
- repeated complaints where the intention is to harass us.
- requests for information the resident has already seen
- clear intention to reopen an issue that has already been considered and resolved or closed.

How we respond to aggressive or abusive behaviour

We will always report aggressive or abusive behaviour to the police.

When a resident behaves in an aggressive or abusive manner towards our staff, we'll add a red flag to their file and notes that explain:

- we will have no direct contact with the resident
- our reasons why
- what alternative contact arrangements are in place.

We'll write to the resident to explain that their behaviour is unacceptable and must stop. We'll let them know that we won't respond to any future aggressive or abusive behaviour and that future contact may have to be through a third party.

When a resident is aggressive or abusive over the telephone we will:

- tell them that their behaviour or language is unacceptable
- warn them that we will end the call if they continue to behave in this way
- end the call if the unacceptable behaviour does not stop
- add a note to the resident's file that records their unacceptable behaviour.

If a resident continues to behave in an aggressive or abusive way, we may terminate their tenancy.

How we manage unacceptable behaviour

If we feel a resident's behaviour is unacceptable, we'll contact them and explain what behaviour we consider unacceptable and why. We'll ask them to change their behaviour and explain what actions we may take if they don't. Where we must take specific action in response to a resident's unacceptable behaviour, we'll write to them to tell them what action we're taking and why.

We may offer to meet the resident to discuss their unacceptable behaviour and agree a way forward. Sometimes it may be appropriate to do this with the help of independent mediators.

In some situations, there may be nothing more we can do and continuing to correspond with the resident on the issue would serve no purpose. When this is the case, we'll write to the resident to tell them. If they continue to contact us, we'll record all their correspondence but won't respond unless it contains new information we feel we need to act on.



Sometimes we may tell a resident we can only consider a certain number of issues in a given time. We'll ask them to limit their contact with us accordingly.

Restricting resident contact

We may restrict a resident's contact with our office. For example, we may:

- only take calls from the resident at set times and on set days
- limit or block emails from the resident
- arrange for one member of staff to deal with all calls or correspondence from the resident
- require the resident to make an appointment to see a named member of staff if they want to visit the office
- require the resident to communicate in writing or through a third party and add them to a 'no personal contact' list
- take other action that we consider appropriate.

Unless immediate action is necessary, we'll give the resident the opportunity to change their behaviour before we decide to restrict contact. We'll only restrict contact with a resident after careful consideration by our housing services manager.

When we restrict contact, we do it in a way that allows the resident to continue receiving a service from us. We aim to maintain at least one form of contact, except in extreme situations where we require all contact to be through a third party.

We'll write to the resident to tell them we've restricted contact. We'll explain why we made this decision, what contact arrangements are in place and how long the restriction will last. We may restrict contact until the resident consistently modifies their behaviour.

We'll let relevant staff know of any contact restrictions we put in place. Staff in all areas of WHA who directly experience aggressive or abusive behaviour from residents have the authority to deal with that behaviour immediately and in a way they consider appropriate to the situation and in line with this policy.

Right to appeal

A resident can appeal within 20 working days of being told about our decision to restrict contact with them.

A senior member of staff not involved in the original decision will consider the appeal. They'll write to the resident within 5 working days to tell them that either the restricted contact arrangements still apply or a different course of action has been agreed.

Recording and reviewing decisions to restrict contact

We record all incidents of unacceptable behaviour and decisions to restrict resident contact. We save this information on the tenant's file, along with all relevant correspondence and an alert to make anyone accessing the file aware of the restriction.

We aim to review restricted contact arrangements every twelve months. When a resident demonstrates acceptable behaviour, we may remove the contact restrictions.

