

UNACCEPTABLE BEHAVIOUR PROCEDURE

This procedure should only apply to a very small number of customers. It covers the possible escalation of a situation between the City Council and/or its agents, partners or contractors and a customer because of their unacceptable behaviour.

The City Council does not expect staff to tolerate behaviour from customers which is unacceptable, for example, which is abusive, offensive threatening or violent.

In cases where a customer's behaviour is considered unacceptable they should be advised of this, in accordance with the [Potentially Violent Warning Markers](#) (PVWM) Procedure.

The customer should be given a further chance to change their behaviour, but if this fails to result in the customer behaving in a more acceptable manner they should be advised that action will be taken to restrict contact with the City Council. All such actions must be specifically and individually authorised by an Assistant Executive Director.

The options most likely to be considered are:-

- allowing contact in a particular form (for example, letters only);
- requiring contact to take place with a named officer;
- restricting telephone calls to specified days and times;
- requiring the customer to enter into an agreement about their future contact with the City Council;
- only make contact via a third party such as the Citizens Advice Bureau;
- consider legal enforcement.

If a customer continues to behave in a way which is unacceptable, consideration will be given to terminating contact with the customer and discontinuing any investigation into their issues.

In all cases, and following approval from an Assistant Executive Director you must write to the customer advising why you believe their behaviour is unacceptable, any action you propose to take and the duration of that action, including sharing this information with other agencies, partners or contractors as defined by our PVWM Procedure. The customer must also be advised that they can challenge the decision if they disagree with it. Any challenge must be made in writing to the appropriate Executive Director.

Where the behaviour of the customer is so extreme that it threatens the immediate safety and welfare of staff, consideration should be given to reporting the matter to the Police or taking legal action. In such cases the customer may not be given prior warning of any proposed action.

A record must be kept of all incidents which include details of the behaviour, the date and time of the incident and who was the 'recipient' of the unacceptable behaviour.