

## Unreasonable Behaviour Policy

We believe that if you are making a complaint about a service, you have a right to be heard, understood and respected. Our service is independent and impartial and we work hard to be open and accessible.

However, the behaviour or actions of some people sometimes makes it very difficult for us to deal with their complaint. In a small number of cases their behaviour is unacceptable because it involves abuse of our staff or the way we work. When this happens, we have to take action to protect our staff. We also have to consider the effect of this kind of behaviour on our ability to do our work and provide a service to others. This policy explains how we will deal with these situations.

We understand that you may be angry about the issues you have raised in your complaint. However, we do not tolerate unreasonable behaviour towards our staff. Examples of unreasonable behaviour include:

- aggression or abuse;
- unreasonable levels of contact with, or harassment of, our staff; and
- making unreasonable demands.

It is important to note that what matters is how the person you are being unreasonable towards is made to feel, not whether your behaviour was intended.

Any member of our staff who directly experiences aggressive or abusive behaviour has the authority to deal with it immediately in a way they consider appropriate and in line with this policy. This may include ending or refusing to accept your phone calls.

Our staff will tell one of our senior managers and directors about any behaviour they consider unacceptable. The director may authorise further action, including restricting any future contact from you to written correspondence only, or even deciding to have no further dealings with you. We will always try to make sure that any action we take is the minimum necessary to deal with the problem, and we will take into account any relevant personal circumstances, including how serious your complaint is and your needs.

We will always tell you in writing what action we are taking and why. We will also record all incidents of unacceptable behaviour.

Our alternative dispute resolution services include claims related to the following schemes:

