



Unacceptable Behaviour Policy

Policy No: 17

Policy Reviewed on: 27th November 2025

Next Review Date: November 2027

Signed: Head of Housing & Property Services

Unacceptable Behaviour & Complaints Policy

1. Purpose of Policy

At LRHS we are committed to providing a fair, accessible, and respectful service to all residents and customers. We understand that people may sometimes feel upset, frustrated, or distressed when raising concerns or complaints.

However, we also have a responsibility to protect the wellbeing, safety, and dignity of our staff and to ensure our services can continue to operate effectively for all residents.

This policy explains how we manage unacceptable behaviour or unreasonable demands made towards our staff or services.

2. Scope of This Policy

This policy applies to all contact with the Society, including:

- Telephone calls
- Face-to-face meetings
- Letters and written correspondence
- Emails
- Social media
- Online and digital communication channels

3. Our Approach

We recognise that difficult circumstances can affect how people communicate and we will always aim to respond fairly, calmly, and respectfully.

We will consider individual circumstances carefully and may make reasonable adjustments where appropriate. However, aggressive, abusive, threatening, or persistent behaviour towards staff will not be tolerated.

4. Unacceptable Behaviour

Behaviour may be considered unacceptable where it:

- Causes distress, alarm, or intimidation to staff or others
- Prevents staff from carrying out their duties effectively
- Places unreasonable demands on our services
- Disrupts our ability to assist other residents

Each situation will be considered individually and proportionately.

4.1 Aggressive or Abusive Behaviour

We will not tolerate violence, threats, harassment, or abusive behaviour towards staff.

This includes:

- Shouting, swearing, or aggressive language
- Offensive, derogatory, or patronising comments
- Discriminatory language, including racist, sexist, homophobic, or transphobic remarks
- Threatening behaviour or intimidation
- Unsubstantiated allegations of criminal, corrupt, or improper conduct

Threats made against staff will be treated seriously and conversations may be ended immediately where staff feel unsafe or threatened.

4.2 Harassment of Staff

Staff have the right to carry out their work free from harassment.

Examples of unacceptable behaviour include:

- Contacting staff through personal social media accounts or private contact details
- Recording conversations and publishing them online

- Publishing personal or private information about staff
- Repeated targeting of individual staff members

4.3 Unreasonable Demands

Requests may be considered unreasonable where they place excessive pressure on staff or services.

Examples include:

- Demanding responses outside reasonable timescales
- Repeatedly insisting on speaking to a particular staff member
- Frequently changing the substance of a complaint
- Raising unrelated concerns during an investigation
- Refusing to accept decisions after explanations have been provided

4.4 Excessive or Persistent Contact

We may consider contact excessive where the frequency or volume of communication affects our ability to manage services effectively.

Examples include:

- Repeated telephone calls over a short period
- Sending large volumes of repetitive emails or correspondence
- Repeatedly raising the same issues after responses have been provided
- Excessively copying the Society into unrelated correspondence

5. Refusal to Cooperate

When investigating complaints, we may ask residents to:

- Clarify the issues being raised
- Provide supporting information or evidence
- Respond to reasonable requests from staff

Where an individual repeatedly refuses to cooperate without good reason, this may affect our ability to continue investigating the matter.

6. Reasonable Adjustments

We understand that some residents may require additional support when communicating with us.

Where appropriate, we will consider reasonable adjustments, including:

- Alternative methods of communication
- Large print or translated documents
- Additional support during conversations
- Clear warnings before ending calls where behaviour becomes unacceptable

We encourage residents to tell us if adjustments would help them access our services.

7. Actions We May Take

Where behaviour is considered unacceptable, we may take appropriate action to protect staff and maintain service delivery.

This may include:

- Issuing a written warning
- Limiting communication methods
- Requiring contact through a representative
- Appointing a single point of contact
- Restricting contact with the Society
- Ending telephone or face-to-face discussions

- Declining to investigate complaints pursued in an unacceptable manner
- In exceptional circumstances, reporting matters to relevant authorities

Where formal action is taken, the resident will normally be informed in writing and a record will be maintained.

8. Appeals

Residents have the right to appeal decisions made under this policy. Information on how to appeal will be provided in writing where applicable.

Contact Us

If you have questions about this policy or require support in accessing our services, please contact us:

 estateoffice@lrhs.co.uk or  01903 787222 or

9. Responsibility

- 9.1 LRHS Board will have overall governance responsibility for this policy and its implementation.
- 9.2 CEO & Head of Housing & Property Services have strategic responsibility for the operational day to day management of this policy.

10. Equality and Diversity

LRHS will ensure that this policy is applied fairly to all its tenants and employees and will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in LRHS' Policy.