

Acceptable Behaviour Policy

1.	SCOPE
	Purpose
1.1	This document sets out whg's policy with regards to acceptable standards of behaviour by customers when interacting with whg colleagues and representatives (including third party contractors) and the potential consequences for customers should their behaviour become unacceptable. In relation to this policy, we consider a customer to be anyone engaging in any form of contact with whg.
1.2	This policy does not apply to concerns about the behaviour of whg colleagues and representatives, which can be reported in accordance with the whg Customer Complaints Policy.
1.3	We expect customers to treat whg colleagues (including third party contractors) with respect and to be courteous when they are speaking to anyone working for or on behalf of whg.
1.4	whg's priority is the safety of its colleagues and customers. If a customer's behaviour, for whatever reason, is putting others at risk, whg will act quickly to prevent harm.
	Legal and regulatory framework
1.5	whg owes a duty of care, wherever reasonably practicable, to protect colleagues, including contractors, from harm while at work, under the Health and Safety at Work Act 1974 and under common law.
1.6	Under the Worker Protection (Amendment of Equality Act 2010) Act 2023, whg must take reasonable steps to prevent the sexual harassment of colleagues in the course of their employment.
1.7	Information about a customer's behaviour is their personal data so must be collected and used in accordance with the UK GDPR and Data Protection Act 2018. Details about how customer data is processed for this purpose and applicable legal basis is provided in whg's privacy notice.
2.	POLICY STATEMENT
2.1	<p>Unacceptable behaviour is any conduct that either prevents or hinders whg colleagues from performing their duties or adversely affects whg's ability to provide a service.</p> <p>Examples include, but are not limited to:</p> <ul style="list-style-type: none"> • Violent or threatening behaviour. • Verbal abuse. • Sexual harassment. • Discriminatory comments or behaviour. • Persistent, trivial or frivolous complaints. • Malicious or vexatious complaints.

	<ul style="list-style-type: none"> • Audio or video recording a whg colleague or contractor while they are conducting business in a property or land owned by whg without prior consent. • Making unreasonable demands or unreasonably asking us to go outside our published service standards. • Unreasonable frequency and/or volume of contact.
2.2	We will usually refuse a request to change a specified named colleague who is allocated to you, for example a Community Housing Officer or Wellbeing Officer and we may consider repeat requests for this to be unacceptable behaviour. We will usually offer mediation or other solutions to a relationship breakdown between colleague and customer.
2.3	We expect all interactions to be conducted respectfully. If at any point a colleague feels unsafe due to a customer's behaviour, they can end a phone call or leave an in-person interaction immediately.
2.4	Unacceptable behaviour perpetrated by family members or any visitor to a customer's home may result in action being taken against the tenant in accordance with the terms of their tenancy agreement.
2.5	whg will investigate allegations of unacceptable behaviour to decide the most appropriate course of action, this may include speaking to the customer to ascertain their version of events. whg will explain to customers the reason for any action taken. Our decision will consider the seriousness of the incident, whether the behaviour has happened before and whether there are any mitigating factors. Any behaviour that may adversely and unreasonably affect the quality of life of other customers or the community will also be addressed in accordance with the Anti-Social Behaviour Policy.
2.6	<p>Unacceptable behaviour will not be tolerated and will be challenged, and appropriate and reasonable action will be taken in response to customer behaviour that is unacceptable.</p> <p>Examples of the types of actions that could be taken by whg include:</p> <ul style="list-style-type: none"> • Verbal challenge and warning. • Written warning regarding a customer's conduct. • Withdrawal of certain services. • Restrictions on specific types of contact. • Ban from visiting whg offices • Restrictions or removal from the housing register in line with whg's Restricted Access Policy. • Court injunction sought against the customer. • Eviction of the customer. • Reporting behaviour of a potentially criminal nature to the police. <p>Decisions on action will be made at the appropriate level of delegated authority.</p>
2.7	Customers can appeal against a decision to implement a contact restriction or withdraw a service made under this policy. Appeals must be made in writing within 28 days of the date of the notification of decision, and any additional evidence the customer wishes to be considered must be received with the appeal request. We will not consider appeal requests or evidence received after 28 days unless there are mitigating circumstances. The case will be reviewed by a colleague more senior than the one who made the original decision, and an outcome will be provided within 14 days. If a customer feels the

	appeal process has not been managed appropriately or whg did not respond within the timescales outlined above, they can make a formal complaint under the Customer Complaints Policy.
2.8	Customers cannot appeal against a legal or court action that has already been initiated by whg in response to unacceptable behaviour. However, the customer will have the opportunity to put their case as part of the usual legal and court processes.
2.9	Where the behaviour is a breach of the tenancy agreement, the Community Housing team will open a case and investigate in line with whg's Tenancy Management Policy. This may include restricting contact, civil injunctions or possession action as deemed appropriate depending on the facts of the case.
	Reporting and recording of incidents and warning markers
2.10	Any colleague who encounters unacceptable behaviour by a customer must as soon as practicable, discuss the incident with their line manager and record the incident on the health and safety system and ensure the incident is referred to the Community Housing team for investigation and decision on what action to take.
2.11	Following any incident where a customer's behaviour has been deemed to be unacceptable a warning marker may be placed against the customer's record in accordance with our Warning Marker Policy.
3.	PERFORMANCE MEASURES
3.1	The number of reports, warning markers and any outstanding task/updates and details of any court action taken will be reported regularly to the Group Executive team.
4.	DIVERSITY AND INCLUSION
4.1	This policy ensures we support our colleagues to resolve issues around our interactions with customers should their behaviour become unacceptable. We recognise that some customers and members of the public may have complex or challenging needs which may influence their behaviour and consequently, how we manage their enquiries. We will always treat them fairly and with respect and take those vulnerabilities into consideration when reaching any decision in accordance with the whg Vulnerability Policy.
5.	TRAINING AND DISSEMINATION
5.1	All colleagues who have direct customer contact will receive training in dealing with challenging behaviour.
5.2	All customer facing managers will receive training in challenging behaviour and conflict resolution.
6.	MONITORING AND REVIEW
6.1	This policy will be monitored by the Director of Housing and Customer Services and reviewed every three years for approval by the Customer and Operations Panel.
7.	ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES

7.1	<p>Documents, policies and procedures associated with this policy are:</p> <ul style="list-style-type: none">• Customer Complaints Policy• Anti-Social Behaviour Policy• Data Protection Policy• Diversity and Inclusion Policy• Personal Safety Policy• Warning Marker Policy• whg Privacy Notice• Vulnerability Policy• Tenancy Management Policy• Restricted Access to Housing Policy• Health and Safety Policy
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Document author	Assistant Director of Housing - Community
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Legal advice	Legal advice issued by internal legal team May 2026
Consultation	Consultation with customers completed June 2026
Governance review	June 2026
Approved by	Customer and Operations Panel – 29 June 2026.
Review date	Quarter 1 – 2029
Transformational programme	Work and Workplace of the Future
Equality assessment	June 2026
Key changes made	<ul style="list-style-type: none"> • Amendments to clarify the scope of the policy and simplify language to improve accessibility. • Inclusion of information about whg’s legal duty to take reasonable steps to prevent the sexual harassment of colleagues in the course of their employment. • Inclusion of sexual harassment and discriminatory comments as examples of unacceptable behaviour. • Shift of enforcement of the policy from line manager to Community Housing. • Inclusion of appropriate references to interdependent policies e.g. Anti-Social Behaviour Policy.