

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Unacceptable Behaviour Policy

This policy was created to:

Help protect Honeycomb Group staff and customers from behaviour that is aggressive, abusive, or unreasonable, while still making sure everyone is treated fairly and can access our services.

What this policy covers

- How we handle abusive or threatening behaviour from customers
- What actions we consider to be unacceptable
- How we manage contact with people whose behaviour affects our ability to deliver services
- The process we follow if we need to restrict contact
- How we ensure decisions are fair, non-discriminatory, and can be appealed

Our Goals

- Treat everyone fairly, respectfully, and consistently
- Support customers who may be distressed, while protecting staff from harm
- Make our complaints and services accessible to everyone
- Take action only when necessary, and in a way that's clearly explained

Key Terms

- **Unacceptable Behaviour:** Any action (spoken, written, or physical) that causes harm, fear, distress, or stops staff from doing their job.
- **Unreasonable Demands:** When someone expects more than we can reasonably provide or uses too much of our time unfairly.
- **Unreasonable Persistence:** When someone continues to contact us about the same issue after we've already fully responded.

- **Vexatious Complaint:** A complaint that is made to cause disruption or distress and has no valid reason.
- **Restricted Contact:** A limit we place on how and when someone can contact us if their behaviour is unacceptable.

Our Approach

- We understand that people may act out of frustration or distress—but threatening, aggressive, or abusive behaviour is never acceptable.
- If someone's behaviour becomes unacceptable, we may take steps such as:
 - Limiting how and when they can contact us
 - Asking them to communicate only in writing or through a third party
 - Ending phone calls or visits if the behaviour continues
 - Refusing to respond to abusive or threatening messages
- We aim to keep at least one way open for people to contact us unless the situation is extreme.
- All decisions to restrict contact are reviewed by senior staff and can be appealed.
- We aim to give everyone a chance to change their behaviour before restrictions are put in place.
- A review panel meets monthly to check if restrictions are still needed.

Legal Compliance

We follow laws including:

- Equality Act 2010 (making sure we do not discriminate)
- UK GDPR and Data Protection Act 2018 (to protect personal data)
- Consumer Standards from the Regulator of Social Housing

We also follow guidance from the Housing Ombudsman about dealing with persistent or unreasonable behaviour.

Performance Monitoring

- All incidents of unacceptable behaviour are recorded
- We review each case regularly, usually every 6 months
- A panel of staff meets monthly to make fair decisions about restrictions
- Reports are shared quarterly with our Customer Services Committee
- Serious incidents are tracked to ensure safety and proper action

Data Protection

We protect all customer data in line with UK GDPR and the Data Protection Act 2018. Only staff who need access to information will see it, and we use it only for managing our services.

Review

This policy is reviewed every three years or sooner if there are changes in law or regulations.

Date of Policy: August 2024