

## ACCEPTABLE BEHAVIOUR POLICY

DECEMBER 2025

### 1. Policy Purpose

We are committed to providing a professional, respectful and safe environment for our staff, clients, service users, and partners. This policy outlines the standards of acceptable behaviour expected when interacting with our organisation, and the steps we may take when behaviour becomes unacceptable.

The purpose of this policy is to:

- Protect our staff from aggression, abuse or unreasonable demands.
- Ensure that communication remains productive and respectful.
- Explain clearly how unacceptable actions will be managed.
- Provide transparency for clients and service users accessing our services.

This policy applies to anyone interacting with our Firm, including clients, service users, representatives, suppliers, visitors and anyone acting on their behalf. It covers all forms of communication: face-to-face, telephone, email, online platforms, written correspondence, and social media.

### 2. Acceptable Behaviour (General Code of Conduct)

We expect all individuals interacting with our Firm to:

- Communicate respectfully, courteously and professionally at all times.
- Treat employees, clients and service users fairly and without discrimination.
- Use appropriate and non-offensive language.
- Work with us constructively to resolve issues or provide necessary information.
- Respect the boundaries and roles of staff members.
- Allow reasonable time for responses to queries or requests.
- Follow any processes or procedures outlined to them.

Maintaining mutual respect helps us provide the best possible service to all.

### 3. Unacceptable Actions

While we recognise that people can feel frustrated or upset, behaviour becomes unacceptable when it impacts staff wellbeing, causes safety concerns, or hinders our ability to deliver services effectively.

#### 3.1. Aggressive or Abusive Behaviour

We will not tolerate any form of aggression or abuse towards our staff. This includes but is not limited to:

- Threats of harm or violence
- Personal verbal abuse

- Derogatory, discriminatory, or inflammatory remarks
- Harassment or intimidation
- Shouting, swearing, or insults
- Rudeness or hostile tone

Any language or behaviour that causes staff to feel unsafe or distressed is unacceptable.

### **3.2. Unreasonable Demands**

Demands become unreasonable when they place excessive pressure on staff or divert resources to the detriment of others. Examples include:

- Repeatedly requesting responses within an unreasonable timeframe
- Insisting on actions outside our processes or authority
- Demanding that multiple staff respond to the same issue simultaneously
- Expecting immediate access to senior staff without cause
- Refusing to accept decisions that have been fully explained

### **3.3. Unreasonable or Excessive Contact**

Unreasonable contact occurs when frequency or manner of communication makes it difficult for staff to provide an effective service. Examples include:

- Persistent emails, calls or messages about the same issue
- Repeatedly raising an issue that has already been addressed
- Using multiple communication channels simultaneously to apply pressure — for example, following up an email with phone calls or app messages without allowing a reasonable period of time for a response
- Contacting staff outside designated communication routes or hours

## **4. How We Manage Aggressive, Abusive or Unreasonable Behaviour**

### **4.1. Initial Response**

If behaviour becomes unacceptable, staff may:

- Ask the individual to modify their behaviour; failure to do so will result in escalation and may lead to contract termination
- Failure to modify behaviour will result in escalation and potential termination of the contract
- Provide a reminder of this policy
- End a call or interaction if behaviour continues

The individual will be informed of the reason for the action taken.

#### **4.2. Restricting Contact**

In situations where behaviour does not improve, we may restrict communication. This may include:

- Limiting the individual to a single point of contact
- Requiring contact in writing only
- Setting specific times or channels for communication
- Pausing responses until behaviour improves
- In serious cases, terminating direct contact entirely

These measures will be proportionate and reviewed regularly.

#### **4.3. Serious Incidents**

The use or threat of physical violence, harassment, or severe verbal abuse will result in immediate action. This may include:

- Ending all communication temporarily or permanently
- Terminating the contract and no longer act
- Reporting the incident to the police
- Instructing individuals not to visit our premises
- Escalating concerns to relevant authorities or partners

#### **4.4. Right to Appeal**

Anyone subject to restrictions or termination of contact will be notified in writing.

Where a contract is terminated due to a breach of this policy, this decision is final unless successfully appealed.

The individual has the right to submit an appeal, which will be reviewed fairly and transparently.

### **5. Monitoring and Review**

We will monitor incidents arising under this policy to ensure fair application and identify areas for improvement. This policy will be reviewed regularly and updated as needed.

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## **POLICY REVIEW**

This policy will be regularly reviewed and updated by the People Resource team as required.

### **This policy has been reviewed and approved by:**

**Name:** Joanne Godson

**Position:** People Resource & Strategy Director

**Date:** December 2025