



ACCEPTABLE BEHAVIOUR POLICY

Version Number	V1
Date of Current Version	May 2025
Approved by / Date	Customer Services Committee / August 2025
Annual Review Date	May 2026
Full Review Date	May 2028

Executive Summary:
<p>Our Acceptable Behaviour policy sets out RBH’s approach to managing the challenges faced by colleagues from a small number of customers who do not act in a way that aligns with our values when we are trying to deliver services efficiently and effectively. It outlines the processes involved to address behaviours that are unacceptable, unreasonable or where the health and wellbeing of customers or colleagues is compromised. This policy closely aligns with the Housing Ombudsman’s Managed Behaviour Policy and has only been adapted to reflect RBH’s position as a landlord.</p>

Policy Grouping / Directorate	Customer & Community	
Owner Name / Job Title	Kelly Nasr / Interim Head of Contact Centre & Complaints	
Author Name / Job Title	Kelly Nasr / Interim Head of Contact Centre & Complaints	
Reviewed by Policy Team	Date: 2 nd April 2025	Name: Sarah Wilson
EIA Completed	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Publication	Intranet <input checked="" type="checkbox"/>	Website <input checked="" type="checkbox"/>
Notes:		

1 Introduction and aims

- 1.1 At Rochdale Boroughwide Housing (RBH) we strive to deliver an excellent and accessible service. We believe that customers of our Service have a right to be heard, understood and respected.
- 1.2 We expect our colleagues to treat people with courtesy, respect and fairness at all times, and for the people who work hard to deliver services to be treated in the same way. Sometimes it is difficult to deliver services effectively where there is unacceptable behaviour towards our colleagues, or unreasonable demands on our service or levels of contact. We have to take action to protect the health and wellbeing of our colleagues who have a right to do their jobs without fear of being abused or harassed. We also consider the impact of the behaviour on our ability to do our work and provide a service to others.
- 1.3 This policy sets out how we will identify and manage these types of behaviours and actions and how we will communicate this to customers.
- 1.4 This policy aims to:
 - clearly set out the types of behaviours we consider unacceptable and/or unreasonable
 - give clarity on how unacceptable or unreasonable behaviour will be assessed, managed and communicated to customers
 - when customers can ask for a reconsideration of a managed behaviour restriction and how reconsideration is undertaken

2 Context

- 2.1 This policy is organisation wide, covering all areas of our work and all channels of contact.
- 2.2 This policy supports the achievement of the regulatory consumer standard below.

[Transparency, Influence & Accountability Standard](#)

3 Values

- 3.1 This policy is aligned with the mutual values below. We are Putting our Colleagues at the heart of our delivery and safeguarding them from unacceptable behaviour. We are outlining our approach with our customers and being open and transparent

Putting People First: We listen with empathy, respond with compassion, and make it easy for our customers to access our services.

Doing What We Say: We earn trust through honesty, integrity, caring and keeping our promises.

Delivering Quality: We invest wisely in our people and make it easy for them to deliver services and create places that our customers are proud to call home.

Open & Transparent: We are curious, embrace diverse ways of thinking and seek feedback to help us improve.

4 Policy Statement

4.1 Reasonable Adjustments

- 4.1.1 Some people that contact RBH have a mental or physical impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities (such as a disability). Where this applies, we may put in place reasonable adjustments to change the way we interact with those customers.
- 4.1.2 To ensure customers receive the help they need to access our services, we will check whether reasonable adjustments are required at regular intervals. Further information on reasonable adjustments can be found in our Reasonable Adjustment Policy.
- 4.1.3 We will always consider how any restrictions may impact any reasonable adjustments that have been put in place for a particular customer. Sometimes we may put a contact restriction in place which impacts a reasonable adjustment. This is because the behaviour we are experiencing means the adjustment is no longer reasonable where the person has shown unacceptable or unreasonable behaviour towards our colleagues. This could be because that adjustment is no longer effective or practical. Where possible, we will prioritise selecting contact restriction(s) that provide an alternative way to access to our service.
- 4.1.4 We will consider contact restrictions on a case-by-case basis and will always let the customer know of a decision to impose a contact restriction in writing.
- 4.2 The policy below sets out what types of behaviour we consider unacceptable or unreasonable, how this will be managed, and what customers can do if they believe a restriction should be reconsidered.

4.3 Behaviours that are Unacceptable or Unreasonable Unacceptable Behaviour

Sometimes people may be upset, angry, or anxious about the issues they have raised. We will always try to help but we will not accept aggressive, abusive or harassing behaviour towards our colleagues.

Examples of this type of behaviour can include:

- behaviour or language (verbal or written) that may cause colleagues to feel offended, afraid, threatened, or abused
- derogatory or discriminatory remarks; including racist, sexist, disablist, homophobic, or transphobic comments
- using insulting or degrading language
- making serious allegations against us or others without any evidence
- publishing information about colleagues online including social media
- recording and publishing telephone discussions with colleagues that are taken without their consent
- contacting colleagues using their personal details or social media presence such as Facebook, Instagram, X or LinkedIn

4.4 **Unreasonable Demands**

Demands on our service can be unreasonable if they impact our ability to provide a consistent service, or if involves an excessive or unreasonable amount of colleague time.

Examples of these type of demands can include:

- repeatedly demanding a response within a timescale outside of normal timescale agreements
- insisting on, or refusing to speak to colleagues when that is not possible
- repeatedly changing the substance of an issue or complaint or raising unrelated concerns
- refusing to accept a decision where explanations for the decision have been given
- refusing to co-operate by not providing information we request to allow us to help resolve an issue

4.5 **Unreasonable levels of contact**

Levels of contact become unreasonable when the amount of time spent managing it impacts our ability to deliver services or limits the service we can give to other people. Examples of this type of contact can include:

- repeated contact whilst an issue/complaint is being progressed or after it is resolved
- lengthy telephone calls repeating the same points for discussion
- high volumes of information provided by email, webform, or post where the information repeats what has already been given
- copying our colleagues into emails with other parties where this is not necessary

4.6 **How we will manage unacceptable or unreasonable behaviour**

4.6.1 Where our colleagues experience unacceptable behaviour on a telephone call, they may take immediate action to terminate the call where it is appropriate in the circumstances. Where possible, the colleague will inform the customer why their behaviour is unacceptable before terminating the call. We will deal with the customer enquiry if sufficient information has been provided prior to the call being terminated.

4.6.2 The following list sets out the contact restrictions we will consider imposing to manage unacceptable or unreasonable behaviour:

- requesting communication only in writing or through a representative
- deciding not to investigate a complaint on the basis that it has been pursued in an unacceptable or unreasonable way
- restricting or limiting contact with us

4.6.3 The following list sets out additional actions we will consider taking to manage unacceptable behaviour which threatens the immediate safety of our colleagues or other persons:

- notifying the emergency services
- reporting information shared on social media to platform moderators

4.6.4 If we consider someone's behaviour is unreasonable (due to the demands made or levels of contact) or unacceptable, we will first try to fix the issue. We will

explain why the behaviour is unreasonable or unacceptable and will give the person an opportunity to stop the behaviour so we can continue to support.

- 4.6.5 If we are unable to resolve the issue and decide there is a need to manage behaviour in line with our policy, this decision will be made by a senior colleague, of manager level or above. The contact restriction conditions and reasons for the contact restriction will be communicated to the customer in writing.
- 4.6.6 A managed behaviour restriction will usually be in place for 12 months but reviewed every 6 months.
- 4.6.7 If behaviour threatens the immediate safety of our colleagues, other individuals, or an organisation, we will report the matter to the police. We aim to let the customer know that we have reported their behaviour to police. There are some circumstances where this is not possible, such as a call being terminated before we have the opportunity to inform the person, or where informing the person could impact a criminal investigation.
- 4.6.8 A record of any managed behaviour restriction imposed will be kept on our case management system for the duration of the contact restriction. Once the contact restriction expires, we will remove the information relating to the managed behaviour restriction in line with data protection rules.
- 4.6.9 Where a managed behaviour restriction is in place for longer than 12 months, a manager will review the restriction. As part of the review information will be checked, updated or deleted if it is no longer correct.

4.7 **Reconsideration of a managed behaviour restriction**

- 4.7.1 A customer can ask for a managed restriction to be reconsidered in any of the following circumstances:
- where there is a change in circumstances which mean the managed behaviour restriction is no longer appropriate
 - where there is evidence the restriction impacts the customer's ability to access our service
 - a factual error was made by our service when making the decision to apply the restriction
- 4.7.2 A senior colleague, of manager level or above will consider the reconsideration request and decide if any changes will be made the managed behaviour restriction. The outcome of this will be communicated to the customer within 15 working days of their reconsideration request.

5 Monitoring

- 5.1 The effectiveness of this policy will be monitored through consideration of the number of managed behaviour restrictions in place.

6 Review

- 6.1 All RBH strategies, policies, service standards and procedures are reviewed on a regular basis to ensure that they are 'fit for purpose' and comply with all relevant legislation and statutory regulations.
- 6.2 This policy will go through the full policy approval process every 3 years and will undergo a desktop review annually. This is to ensure that it is fit for purpose and complies with all relevant and statutory regulations.

7 Links with Other RBH Documents

- 7.1 This policy links to the following policies and strategies:
- Abuse and Violence Towards Employees policy

8 Inclusivity statement

- 8.1 We are dedicated to fostering an inclusive and equitable environment for all. We ensure that everyone is valued and respected. Our policies aim to be inclusive, and will comply with UK laws, including the Equality Act 2010, to create a diverse and supportive environment for people to thrive.
- 8.2 We understand not everyone absorbs information the same way. If you have any difficulty understanding or interpreting this document, please email communications@rbh.org.uk or call Freephone 0800 027 7769. We will work with you to ensure your individual needs are met.