

Resident Summary

Unacceptable behaviour

Version: 09/2008

Introduction

This summary explains what Southern Housing Group defines as unacceptable behaviour and what action we will take against our customers who we consider to have behaved this way.

What is unacceptable behaviour?

We consider unacceptable behaviour to be any behaviour directed towards our staff which is

- Unreasonably demanding
- Unreasonably persistent
- Abusive
- Aggressive / violent

We will take action to address any unacceptable behaviour perpetrated towards our staff to prevent it happening again.

Unreasonable demands/persistence

Sometimes customers can make unreasonable demands over a number of issues, for example demanding information it is not possible for us to provide or demanding a service we cannot provide.

Sometimes customers may also persist in contacting the group regarding an issue, for example refusing to accept what we are able or not able to do and phoning us repeatedly to do something.

When these demands or persistence start to affect our service delivery we consider them to be unacceptable and will take action to resolve the situation.

Abusive phone calls

If you use abusive language during a phone call which is directed at a member of our staff we consider this as unacceptable. Examples include, derogatory remarks, swearing at staff and making threats to staff.

Aggressive/abusive behaviour

Although we understand you may be aggressive towards the subject matter you are complaining about, when any aggression or abuse is directed towards a member of our staff this is unacceptable. Examples may include; threats, physical violence and intimidation

What happens if I have behaved unacceptably?

A variety of tools are available to us to deal with unacceptable behaviour. The type of action taken by us will depend on the type and severity of the behaviour.

For example, if you have been unreasonably persistent we will initially issue you with a warning however if this behaviour continues we will look to take stronger action such as restricting contact with you. Examples of restricting contact include only communicating with specified officers or at set times.

Appeals

You will have the right to appeal if we restrict contact with you. If your appeal is successful we will withdraw all action taken against you. If you are unsuccessful, the relevant action will continue although you will still be able to contact the Housing Ombudsman Service.

Legal Remedies

For more extreme incidents of unacceptable behaviour, such as physical attacks on staff we will look at legal remedies to resolve the issue.

Legal remedies include applying to court for an injunction against a perpetrator, applying to court to

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regain possession of the property, ending a starter tenancy or demoting a tenancy.

If you have behaved unacceptably we will also make a record on our systems. These records will be reviewed regularly and if the behaviour is modified they will be removed.

Further information

If you would like any more information on this or any of our other policies please contact us using the details on the next page.

Owner of the version: 09/2008

Date of next review: TBC

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at

servicecentre@shgroup.org.uk

Write to us at **Service Centre,
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ**

Visit our website at

www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتكم في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.