

Customer Unacceptable Behaviour Policy

VERSION [2.0]

Version Control

Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.

Version Number	Sections Amended	Date of update	Approved by
1.0	First version of Abri Policy. - Customer behaviour and visiting conditions policy	28/04/2022	PerCo
2.0	Second version of Abri Policy - Customer Unacceptable Behaviour Policy. The first policy has been split to have a separate policy for vexatious customers	27/02/2026	Policy Panel

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Customer Unacceptable Behaviour Policy

1. Introduction

- 1.1 Abri is committed to delivering a fair, consistent, and accessible service for all our customers. Abri must balance this by providing a safe working environment for our colleagues to operate whilst ensuring that our work is undertaken in an efficient and effective manner.
- 1.2 On occasions, customer behaviour crosses boundaries resulting in the mistreatment of our staff and contractors.
- 1.3 All our colleagues and those working on our behalf have the right to carry out the duties of their role without being subjected to aggressive, abusive, or offensive behaviours or language, regardless of the circumstances.
- 1.3 This policy sets out our approach to engaging with customers whose actions or behaviours are unacceptable or impacts on our colleague's ability to provide a consistent level of service.

2. This policy applies to....

- 2.1 This policy applies to all Abri customers; third parties acting on their behalf and includes all types of communication methods and areas of work undertaken by Abri.
- 2.2 This policy is to protect all Abri colleagues and those working on our behalf in the delivery of our services.

3. Policy

- 3.1 What is deemed to be unacceptable and challenging customer behaviour will depend upon the seriousness of the incident and the individual(s) involved. Behaviours are grouped under three broad categories, as follows:
 - Aggressive, intimidating or threatening behaviour
 - Inappropriate behaviour
 - Unreasonable and persistently challenging behaviour (vexatious) - this is covered in our **Unacceptable Customer behaviour Policy (vexatious)**
- 3.2 We will categorise incidents into Tier 1 or Tier 2 and Tier 3 depending on the seriousness and frequency and this will guide our response.

Tier	Definition
Tier 1	Acts of violence, serious threats of violence or hate incidents
Tier 2	Acts of Verbal abuse and threatening behaviour, inappropriate sexual e.g sexualised comments, behaviour or state of undress, harassment of a colleague. More than one Tier 3 incident.
Tier 3	Events of shouting, swearing, rudeness, fabrication of the truth, attempting to contact a colleague via social media, recording

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conversations without colleagues' consent or publishing private information about an Abri colleague.
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- 3.3 When encountering unacceptable and challenging customer behaviour which presents a risk to colleagues and/or is a breach of tenancy we will place the customer on our Customer Risk Register.
- 3.4 We will consider each case individually taking into consideration the severity of the incident, the risk and impact on our colleagues and the customers' needs and vulnerabilities, and we will consider the following service restrictions:
- All visits to be conducted in pairs, or where necessary limit face to face engagement.
 - Visits suspended - where the risk to staff is very high.
 - Deny reception service without a prior appointment.
 - Arrange for a single, named member of staff to deal with all future calls or correspondence from the customer.
 - Limit future contact to a particular form and/or frequency - for example, emails or letters once a week.
- 3.5 We will follow our Safeguarding Policy and Procedures and will make referrals to ensure any unmet needs that maybe contributing to the behaviour, is addressed.
- 3.6 Those authorised to decide if a customer behaviour indicator or a service restriction should be applied are Executive Directors (all), Corporate Directors (all), Assistant or Associate Directors, Group Head of Service, Heads of Service, Group Managers and Managers of the following services:
- Housing Partnership
 - Community Safety
 - Home Connections
 - Customer Services
 - Independent Living
 - Partnership Living
 - Specialist Residential Services
- 3.7 When a customer behaviour indicator has been applied to an account or where restrictions are put in place, the customer will be notified of the decision; An exception can be made when it would be detrimental to the customers wellbeing for example when there is a mental health condition, or it will likely escalate a situation to an unmanageable level which may put others at risk.
- 3.8 A customer can appeal a decision to apply an indicator or service restrictions by following our Appeals Procedure.

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- 3.9 We will review indicators and service restrictions 12 months following their application by using a system generated report. Guidance for the review process is contained in the **Unacceptable Customer Behaviour Procedure**.
- 3.10 The customer will be notified of the outcome of the review which will be one of 3 options:
- Remove the indicator and/or service restriction.
 - Change the indicator or service restriction.
 - Extend for a further 12 months.
- 3.11 In the event a customer has displayed unacceptable behaviour towards a colleague or contractors which falls within this policy an incident will be logged on the Health and Safety portal available via The Arc.
- 3.12 Managers will ensure any Abri colleague that has experienced unacceptable behaviour from a customer is appropriately supported including referrals to our 'employee assist' programmes.

4. Legal & Regulatory Framework

- Equality Act 2010
- Housing Ombudsman Unacceptable User Action Policy
- Housing Ombudsman Code of Conduct
- Care Act 2014

5.0. Related Policies

- Anti-Social Behaviour and Harassment Policy
- Safeguarding Policy
- Allocations and Lettings Policy
- Code of Conduct Policy
- Domestic Abuse Policy
- Unacceptable Behaviour (Vexatious Contact Policy)

6.0 Related Procedures

- Domestic Abuse
- Tenancy Termination Procedure
- Anti-Social Behaviour and Harassment Procedure
- Safeguarding Procedure
- Allocations and Lettings Procedure
- Customer Indicators Procedure
- Safeguarding Procedure
- Appeals Procedure
- Customer Indicators Procedure