

1. INTRODUCTION

Coastal Housing Group is committed to providing high quality homes and delivering high quality landlord services. We expect all of our staff to behave in a manner that is courteous, polite and helpful and have policies in place to ensure that where there are concerns raised, these will be investigated, and appropriate actions taken.

We understand that in times of trouble or distress, people may act out of character. There may have been upsetting or distressing circumstances leading up to the contact with our staff. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that anyone engaging with us has the right to be heard, understood and respected. We also believe our staff have the same rights. Furthermore, we have legal obligations to ensure the health, safety and welfare of our staff and we take those responsibilities seriously. Therefore, we expect people to be courteous in dealings with staff. We will not tolerate aggressive or abusive behaviour, unreasonable demands or excessive persistence, all of which can prevent staff from fulfilling their duties and responsibilities.

2. WHAT IS UNREASONABLE CONDUCT?

Each situation is different and there is no exhaustive list, but some examples are provided below:

- ✓ Acts or threats of violence towards staff or threatening/abusive language directed at staff
- ✓ Preventing staff from undertaking their duties in a reasonable manner
- ✓ Malicious, unwanted or defamatory remarks related to protected characteristics, as defined by the Equality Act 2010
- ✓ Making unrealistic demands, such as:
 - Insisting on responses within an unreasonable timescale e.g., immediate call-back
 - Wanting concerns managed outside of the complaints process
 - Refusing to speak to more staff unless they are in senior roles
 - Requiring specific characteristics in staff to deal with complaints
- ✓ Not identifying the precise issues being complained about, despite the best efforts of staff to understand these
- ✓ Making unwarranted or unjustified representations during ongoing attempts to resolve existing issues, or attempting to improperly influence those enquiries during investigation
- ✓ Seeking unrealistic outcomes persistently despite being clearly advised of any

- justification for decisions
- ✓ Continuing to pursue matters having exhausted all relevant complaints processes – including repeated complaints on the same matters or continually raising concerns while a complaint is being investigated
 - ✓ Persistently raising unfounded or vexatious (cases without merit that are made to deliberately cause annoyance) complaints, including manifestly unfounded and excessive subject access requests
 - ✓ Covert recording of conversations, meetings or contacts

3. DEALING WITH A CONCERN

Should a member of staff determine that a person's behaviour is unreasonable or unacceptable, they will express this concern to the relevant individual at the earliest possible opportunity preferably in person at the time of the behaviour occurring. Depending on the unique situation, there may be multiple conversations with a person advising them of any concerns regarding their behaviour, actions or conduct.

Subsequently, this will be raised with the relevant housing manager and a decision taken alongside other relevant staff (e.g., Human Resources Officer, Health and Safety Officer, Solicitor) about whether the circumstances mean that this policy may need to be adopted.

If it is collectively determined that this policy will be applied, the relevant housing manager will contact the individual and arrange to speak with them. This will be an opportunity to listen to any representations by the individual and consider any explanatory circumstances. They will then produce a summary of the situation, using the form at Appendix A which will be provided to all involved.

If the conduct is deemed as extreme (e.g., acts or threats of violence) and gives immediate safety, health, and welfare concerns to staff in Coastal, we will consider reporting the matter to the police and/or taking legal action at the earliest opportunity.

4. OUTCOMES

There are any number of outcomes that can be agreed, depending on the unique circumstances and the willingness to find a mutually agreeable resolution. These include, but are not limited to:

- ✓ Participating in a facilitated meeting to reach a voluntary agreement about conduct and/or communication
- ✓ Limiting contact to certain methods – such as written contact only, or to a single designated person, or on specific days or times
- ✓ Assigning a bespoke protocol for the investigation of complaints or concerns raised
- ✓ Agreeing a voluntary undertaking with the court
- ✓ Pursuing a civil injunction to protect staff

- ✓ Reviewing if a tenancy breach has occurred and taking any relevant action

5. CONCERNS AND COMPLAINTS

If an individual is unhappy with any aspect of how this policy has been applied, a complaint can be submitted. The complaint will be investigated by the Executive Director of Operations in the first instance. Each complaint will be investigated in accordance with the unique circumstances, applying the most suitable method as required.

If a resident is unhappy with the outcome of that complaint, they can refer the matter to the Public Services Ombudsman for Wales (PSOW). Contact details for the PSOW are in the Complaints Policy.

If there are concerns raised related to data protection, the regulations for general data protection apply and Coastal's data protection policy will be applied. The privacy notice can be found on [Coastal's website](#).

6. MONITORING AND REVIEW

We regularly monitor how many individuals are subject to this policy and include information on these in our complaints reporting.

Please see Complaints Policy for further details.

7. APPENDIX A – UNREASONABLE BEHAVIOUR OUTCOME FORM

RESIDENT DETAILS	
Name	
Address and postcode	
Email address	
Contact telephone number	
Preferred method of contact	

COASTAL STAFF DETAILS	
Name and Role	
Name and Role	
Name and Role	
Name and Role	
Name and Role	
Name and Role	

Summary of situation (relevant staff member to complete)

Resident View (Resident or Housing Manager to complete)

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Coastal View (Housing Manager to complete)

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Outcome

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Date of decision

Housing Manager

Dates of reviews

Save copy to house file (with date completed/reviewed)