

EPIC Managing Unacceptable Behaviour Policy – Accessible Version

What This Policy Is For

This policy explains how EPIC manages unacceptable behaviour.

We want to:

- Protect our staff from abuse or harassment.
- Ensure fair and respectful communication.
- Provide clear guidelines for handling unacceptable behaviour

Who Can Use This Policy

This policy is for:

- Tenants
- Leaseholders
- Applicants
- Contractors and agents
- Staff, volunteers, and board members

What Is Unacceptable Behaviour?

Unacceptable behaviour includes:

- Excessive phone calls, emails, or letters
- Insistence on repeated personal attention
- Persistent complaints without new information
- Refusal to accept decisions
- Use of derogatory remarks or rudeness
- Threats or actual use of social media to pursue complaints

How We Manage Unacceptable Behaviour

If behaviour is unacceptable, we may:

- Provide a single point of contact

- Limit contact to certain times or methods
- Decline to consider issues without new information
- Use an 'Acceptable Behaviour Contract'
- Involve the police or take legal action in extreme cases

Responsibilities

All staff and tenants are responsible for:

- Adhering to this policy
- Escalating complaints according to the Complaints Policy

Training

Staff will receive training to:

- Deal effectively with complaints
- Recognize and manage unacceptable behaviour

Equality and Diversity

We are committed to ensuring equality for all.

We oppose discrimination based on race, religion, gender, marital status, sexual orientation, disability, age, or any other criteria.

We adhere to the Equality Act 2010 and Human Rights Act 1998.