Voluntary Action Harrow Co-operative
*Care | Support | Empower*
020 8861 5894
www.voluntaryactionharrow.org.uk
contact@voluntaryactionharrow.org.uk
The Lodge, 64 Pinner Road, Middlesex, HA1 4HZ

# Unacceptable Behaviour Policy

Voluntary Action Harrow expects everyone who comes into contact with our workers to treat them with respect. We understand that in times of trouble or distress, people may act out of character but we have a duty to protect the welfare and safety of our workers. They should be able to work without fear of violence, abuse, harassment, or discrimination. This policy applies to unacceptable behaviour in any setting; in-person, over the phone or online.

**What behaviour is unacceptable**

We won't accept aggressive or abusive behaviour, for example:

- swearing
- intimidation or harassment
- abusive language
- discrimination of any kind like racism, sexism or homophobia
- comments relating to disability, perceived gender, religion, belief, or any other personal characteristic
- inappropriate banter or innuendo
- being violent or threatening violence

This list is not exhaustive. If our workers feel that someone they have been in contact with has behaved unacceptably, we will act accordingly.

**Unreasonable demands**

We will also tell you if you are making unreasonable demands, for example if you:

- demands things in a short amount of time
- asks to speak to a specific member of staff when it's not possible, or contact lots of staff to try and get a different outcome
- keeps changing issues or raising unrelated ones
- demands help for something outside our services and advice areas
- keeps raising the same issue when we've already helped you or we can't help more
- asks for sensitive or confidential information we aren't allowed to share
- make lots of complaints without giving us the chance to resolve them, or make an unreasonable number of data protection rights requests

**What we will do if your behaviour is unacceptable**

We'll give you a chance to change your behaviour, but if you continue we might:

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- ending a conversation (e.g. putting the phone down or walking away)
- referring someone to a Director
- asking someone to leave our premises
- limiting how much time we spend on the phone with them
- deciding to stop helping someone face to face and only help by phone and email
- not replying to all/any of their communications
- sending letters and documents back to them
- only helping with certain issues
- stop helping them completely
- calling the police or non emergency services e.g. 101
- informing LADO (children) or the adult safeguarding board in safeguarding related cases
- informing involved partner organisations where appropriate

If we decide to stop helping you we will always try to tell you why we've stopped helping you.