

# Unacceptable & Unreasonable Behaviour Policy

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**Policy ref:**

**Policy author /holder** Head of Neighbourhoods

**Date approved:** 1 September 2025

**Approved by:** Operations Strategy Group

**Effective date:** 1 October 2025

**Review date:** 1 October 2028

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## 1 Purpose and anticipated outcomes

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- 1.1 LiveWest aims to provide first class landlord services to our customers. We believe that customers of our services have a right to be heard, understood, and respected. We work hard to be open and accessible to everyone.
- 1.2 At times, the behaviour or actions of individuals using our services can significantly hinder our ability to address their complaints or concerns. In some instances, such behaviour becomes unacceptable or unreasonable—particularly when it includes physical, verbal, or psychological abuse toward our colleagues, causing distress or trauma, or when our processes are misused.
- 1.3 When this happens, we will take action to protect the Safety, health and wellbeing of our colleagues who have a right to do their jobs without fear of being abused or harassed. We also consider the impact of the behaviour on our ability to do our work and provide services to others.

## 2 Scope and definitions

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- 2.1 This policy sets out our approach for managing unacceptable and unreasonable behaviour from:
- Our Customers
  - Other Household Members
  - Advocates of our customers
  - Other Service Users

- 2.2 This policy applies to all tenures including:
- General Needs
  - Supported Housing
  - Homeownership and Leasehold
- 2.3 This policy covers all areas of our work and to all methods of contact including:
- Telephone
  - Face-to-face
  - Video calls
  - Texts
  - Letters
  - E-mails
  - Social media
  - Other digital channels
- 2.4 We recognise that unacceptable and unreasonable behaviour may cause alarm and distress to our colleagues and contractors.
- 2.5 We recognise behaviour is not unacceptable just because a person is assertive or determined. There may have been distressing circumstances leading up to a customer contacting us and people may act out of character, fear or frustration. Behaviour may become unacceptable or unreasonable if it is so demanding or persistent that it places excessive demands on our colleagues/contractors and impacts the level of service that can be offered to others.
- 2.6 We have set out below a list of examples of what can be considered unacceptable or unreasonable, however this list is not exhaustive:
- 2.6.1 **Unacceptable Behaviour:**
- Behaviour or language (physical, verbal or written) that may cause employees to feel offended, afraid (alarmed or distressed), threatened or abused.
  - Derogatory or discriminatory remarks; including racist, sexist, disablist, homophobic or transphobic comments.
  - Using insulting or degrading language
  - Making serious allegations against us or others without any evidence.
  - Publishing information about employees online including social media without consent.
  - Recording and publishing telephone discussions with employees that are taken without their consent.
  - Contacting employees using their personal details or social media presence such as Facebook, Instagram, X or LinkedIn.
  - Where there is a concern that threats to self harm are being used to influence or manipulate the situation

### 2.6.2 Unreasonable Demands:

- Repeatedly demanding a response within a timescale outside of normal timescale agreements.
- Insisting on, or refusing to speak to employees, when that is not possible.
- Repeatedly changing the substance of a complaint or raising unrelated concerns.
- Refusing to co-operate by not providing information we request to allow us to help resolve the issue.
- Actions that may lead to the interference of our ability to deliver our housing management function to others.

### 2.6.3 Unreasonable or excessive levels of contact:

- Repeated, excessive contact whilst a complaint is being progressed or after it is closed
- Repeated, excessive contact in general.
- Lengthy telephone calls repeating the same points for discussion.
- Sending high volumes of information by email, webform or post where the information has already been provided.
- Repeatedly copying multiple colleagues or third parties into emails where this is not necessary.
- Actions that may lead to the interference of our ability to deliver our management functions to others.

## 3 Policy statement

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- 3.1 The health, safety and wellbeing of our colleagues, customers and contractors is our top priority.
- 3.2 LiveWest has a strong track record of listening and engaging with our customers, service users, and colleagues. We believe that they all have the right to be heard, understood, and respected. We are committed to dealing fairly, consistently, and appropriately with everyone who uses our services, including those whose actions we consider unacceptable. We place great importance on treating our customers and our colleagues with respect and ensuring that in our verbal and written communications we are polite and considered. We expect the same approach from our customers and service users, and this policy sets out LiveWest's approach to customers whose actions or behaviour we consider unacceptable or unreasonable.
- 3.3 We expect our colleagues to be treated courteously and with respect. Violence, abuse or aggression, either physically, verbally or psychological towards LiveWest colleagues or company representatives will not be tolerated.

- 3.4 It is important that communication of how LiveWest deals with unacceptable and unreasonable behaviour is communicated effectively, this will be done in numerous ways utilising different channels to share stories, support campaigns (for example kindness campaigns) and support colleagues to learn from others.

## **4 Reasonable Adjustments**

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- 4.1 We recognise that some customers may find it difficult to express themselves or communicate clearly, particularly when feeling anxious or upset. To support effective communication, we encourage residents or their support providers to inform us of any reasonable adjustments that may help, and to explain how these adjustments would enable full access to our services.
- 4.2 If no such request is made, our colleagues should proactively ask whether any reasonable adjustments are needed to help the customer engage with us more effectively.
- 4.3 We will always consider making reasonable adjustments for a customer if we are able to do so, examples of adjustments we may consider are:
- Using a different method of communication.
  - Providing written communication in large print, coloured text, or in translation.
  - Giving clear warnings if conversations become unproductive and allowing customers opportunity to modify their behaviour before ending a call for example.
- 4.4 We do not expect our colleagues to accept being subjected to aggressive, offensive, threatening, or abusive actions, language or behaviour.
- 4.5 Due consideration will be taken in matters that raise issues relating to safeguarding and/or whistleblowing.
- 4.6 We will use this policy if there are actions or behaviours which are having a negative effect on our colleagues or our work even where a reasonable adjustment has been made.

## **5 How we will manage unacceptable and/or unreasonable Behaviour**

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- 5.1 The following list sets out the actions we can take to manage behaviour that is considered unacceptable or unreasonable, which threatens the physical or psychological safety of our colleagues or others acting on behalf of LiveWest:

#### 5.1.1 **Immediate threat to safety tools/actions:**

- The colleague should remove themselves from the situation immediately.
- Utilise their lone working device.
- Notify the police/emergency services immediately.
- Work with the appropriate teams (see appendices within procedure) to assess whether an emergency injunction is required, this could include a request to exclude someone from a property or area. Where it is not appropriate to liaise with the relevant teams due to the sensitivities around the matter, seek advice from a senior manager within the Neighbourhoods team.
- Seeking possession of the property.

5.1.1.1 If behaviour threatens the immediate safety of our colleagues, other individuals, or an organisation or the customer has stated they intend to self-harm; we will report the matter to the police and/or emergency services and raise a safeguarding alert. We to let the customer know that we have reported their behaviour to the relevant authorities.

5.1.1.2 There are some circumstances where this is not possible, such as a call being terminated before we can inform the person, or where informing the person could impact a criminal investigation.

#### 5.1.2 **Unacceptable behaviour tools/actions:**

- Sending a warning letter, setting out why their behaviour is unacceptable
- Sending a tenancy breach warning letter or other legal letters
- Serving a Notice of Seeking possession (NOSP)
- Seeking an injunction which could include an exclusion
- Raising an alert for a visit in pairs (VIP)
- Utilising an acceptable behaviour contract (ABC)
- Seeking possession of the property
- Formal review meeting with the customer

#### 5.1.3 **Unreasonable behaviour or excessive demands on service, tools and actions:**

- Terminating the call
- Sending a warning letter setting out why their behaviour was unreasonable
- Putting an agreed contact plan in place to support both the customer and LiveWest
- Putting a single point of contact in place (SPOC)
- Utilising an acceptable behaviour contract (ABC)
- Sending a tenancy breach warning letter
- Serving a NOSP
- Seeking an injunction which could include an exclusion
- Seeking possession of the property
- Formal review meeting with the customer

5.2 Each case will be treated on an individual basis.

## 6 Service Standards, Monitoring and Review

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- 6.1 Any restrictions placed on a customer or service users' contact due to unacceptable behaviour will be appropriate to their needs and will demonstrate regard for the provisions of the Equality Act 2010.
- 6.2 LiveWest is committed to a fair and reasonable process of assessing someone who is unreasonable or abusive and ensuring that we communicate our expectations clearly. We will seek to resolve the situation informally at the earliest opportunity where this is possible, to avoid having to restrict contact.
- 6.3 If a decision is made to either formally place restrictions around the customers contact or commence enforcement action, we will write to the customer to explain:
- The decision made and contact restrictions imposed
  - Why the decision has been made
  - What the decision means for the customer
  - How long any restrictions might last, or other applicable timeframes
  - How the customer can request a review of the decision
- 6.4 When a restriction is put in place the usual specified review date will be 6 months. Restrictions may be lifted or eased at the review point if the customer demonstrates a more acceptable approach.
- 6.5 A customer can ask for a managed restriction to be reconsidered in any of the following circumstances:
- Where there is a change in circumstances which mean the managed behaviour restriction is no longer appropriate.
  - Where there is evidence the restriction impacts the customers' ability to access our service.
  - There is evidence of a factual error being made by our service when making the decision to apply the restriction.
- 6.6 A manager level or above will consider the reconsideration request and decide if any changes will be made to the managed behaviour restrictions. The outcome of this will be communicated to the customer within 15 working days of their reconsideration request.

## 7 Confidentiality

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- 7.1 All personal information will be treated as confidential under the terms of the General Data Protection Regulation (GDPR) 2018, noting that this also provides provision for information to be shared with other agencies within the agreed protocols. We may also seek to obtain information under the relevant Housing Acts to support any legal action if required.

## 8 Linked / associated policies and other references

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- 8.1 Below is a list of linked or associated LiveWest policies and procedures and to which our employees, contractors and other individuals are required to comply, as appropriate:
- Anti-Social Behaviour Policy & Procedure
  - Compliments, Complaints and Feedback Policy and Procedure
  - Equality Act Assessment
  - Health and Safety Policy
  - Lone Working Procedure
  - Incident Reporting and Investigation Procedure
  - Safeguarding Children and Adults at Risk Policy and Procedure
  - Sensitive customer Information Procedure
  - Social Media Policy
  - Tenure Policy
  - Vulnerability Policy
  - Reasonable Adjustment Policy (Pending Approval)

### Version Control

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Version	Date of change	By whom	Reason
2	September 2025	Head of Neighbourhoods	Full re-write to ensure the Policy and Procedure is fit for purpose