

UNACCEPTABLE BEHAVIOUR POLICY



1. Introduction

RGS Properties is committed to delivering high-quality housing, accommodation management, supported living, social housing and property-related services in a fair, respectful and professional manner.

We recognise that customers may sometimes experience difficult or stressful circumstances which can lead to frustration or dissatisfaction. We will always listen carefully to concerns, complaints, feedback and requests for assistance and will seek to resolve issues wherever possible.

However, we also have a duty of care to protect our employees, contractors, residents, partners and visitors from behaviour that is abusive, threatening, discriminatory or otherwise unacceptable.

This policy explains the standards of behaviour expected when interacting with RGS Properties and outlines the actions we may take if behaviour becomes unacceptable.

We are committed to treating all individuals fairly and in accordance with the Equality Act 2010. Where appropriate, reasonable adjustments will be considered to ensure customers can access our services effectively.

Before applying any restrictions under this policy, we will consider any known vulnerabilities, disabilities, communication needs or personal circumstances to ensure our approach is fair, proportionate and reasonable.

2. Scope

This policy applies to all interactions involving RGS Properties, including:

- Telephone conversations
- Emails and written correspondence
- Online forms and website enquiries
- Social media communications
- Meetings and appointments
- Property inspections and visits
- Interactions within supported living and social housing services
- Communications with employees, contractors and representatives acting on behalf of RGS Properties

This policy applies to tenants, residents, applicants, visitors, contractors and any individual contacting or engaging with RGS Properties.



3. What Is Unacceptable Behaviour?

RGS Properties will always seek to deal with enquiries, service requests and complaints fairly and professionally. However, behaviour may be considered unacceptable where it negatively affects our staff, residents or ability to provide services.

Examples include:

Aggressive or Abusive Behaviour

- Swearing or offensive language
- Verbal abuse
- Personal insults
- Harassment
- Intimidation
- Threatening statements
- Threats of violence
- Physical aggression or violence
- Damaging property
- Stalking or unwanted repeated contact

Discriminatory Behaviour

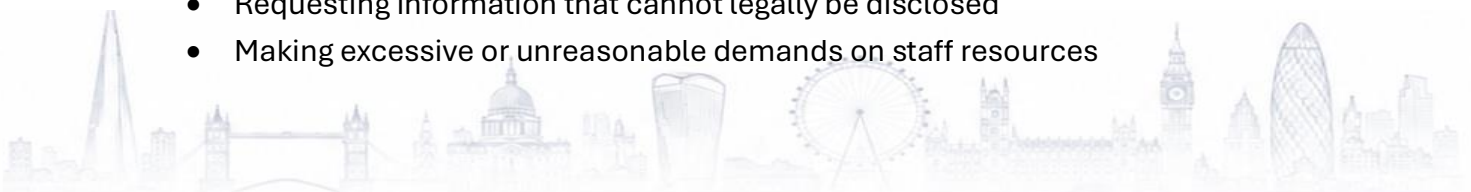
Any conduct involving discrimination, harassment or prejudice relating to protected characteristics, including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Unreasonable Demands

Examples include:

- Demanding responses within unrealistic timescales
- Insisting on speaking only to a specific member of staff without justification
- Repeatedly changing the basis of a complaint
- Requesting information that cannot legally be disclosed
- Making excessive or unreasonable demands on staff resources



Unreasonable Persistence

Examples include:

- Refusing to accept a final decision after all review processes have been completed
- Excessive telephone calls, emails or messages
- Repeatedly raising the same issue without presenting new evidence
- Excessive use of social media to target staff or services

We recognise that being assertive, persistent or expressing dissatisfaction does not in itself constitute unacceptable behaviour.

4. How We Deal with Unacceptable Behaviour

Where possible, we will explain why behaviour is considered unacceptable and provide an opportunity for the individual to modify their behaviour.

If the behaviour continues, we may take one or more of the following actions:

Service Restrictions

- End a telephone call or meeting
- Refuse to engage in abusive conversations
- Restrict communication to email or written correspondence
- Limit the frequency of contact
- Designate a single point of contact
- Decline to respond to repetitive correspondence that raises no new issues

Warning Notices

We may issue a formal written warning outlining:

- The unacceptable behaviour identified
- Expected standards of conduct
- Any restrictions being applied
- Consequences of continued behaviour

Enhanced Measures

In more serious cases, RGS Properties may:

- Record incidents on relevant management systems
- Restrict access to offices or accommodation sites
- Require meetings to be conducted with additional staff present



- Refer matters to partner agencies where appropriate
- Contact the police where criminal behaviour is suspected
- Seek legal remedies, including injunctions or possession proceedings where permitted by law

Any action taken will be proportionate to the circumstances and reviewed periodically.

Data Protection

Information recorded under this policy will be processed in accordance with UK GDPR, the Data Protection Act 2018 and RGS Properties' Data Protection and Privacy Policies.

Only relevant information will be retained and access will be restricted to authorised personnel.

5. Appeals and Reviews

If an individual believes restrictions imposed under this policy are unreasonable or unfair, they may request a review.

Appeals should be submitted in writing to:

Email: info@rgsproperties.co.uk

or by post to:

RGS Properties

167–169 Great Portland Street

London

W1W 5PF

The appeal should clearly explain why the decision is considered unfair and provide any supporting information.

A senior manager not directly involved in the original decision will review the matter and respond within 20 working days where reasonably practicable.

The outcome of the review will be communicated in writing and will constitute the final internal decision.



6. Related Policies and References

This policy should be read alongside:

- Complaints and Compensation Policy
- Equality, Diversity and Inclusion Policy
- Anti-Social Behaviour Policy
- Safeguarding Policy
- Data Protection and Privacy Policy
- Tenant Handbook
- Supported Living Policies and Procedures
- Equality Act 2010
- Data Protection Act 2018
- UK GDPR

7. Exceptions and Reasonable Adjustments

RGS Properties recognises that some customers may have vulnerabilities, disabilities, mental health conditions or communication needs that may influence their behaviour.

Before applying restrictions under this policy, we will consider:

- Medical or health-related circumstances
- Disabilities and accessibility requirements
- Language barriers
- Support needs
- Safeguarding considerations

Reasonable adjustments may be implemented where appropriate to ensure fair access to services.

Each case will be considered individually, balancing the needs of the individual with our responsibility to protect staff, residents and others from unacceptable behaviour.

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Approved By: Directors, RG Services Property Ltd

