

# **Report to Stronger Council Select Committee**

**Date of meeting: 14<sup>th</sup> July 2020**

**Portfolio: Cllr. Sam Kane**

**Subject: Unacceptable Customer Behaviour Policy**



**Officer contact for further information: Susan Lewis ext. 4508**

**Democratic Services Officer: A Hendry, (01992 564246)**

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## **Recommendations/Decisions Required:**

**That the attached Unacceptable Customer Behaviour policy is approved for launch to all staff**

## **Report:**

We are in daily contact with members of the public. We encourage and welcome all kinds of feedback about our services, but on occasion we recognise that a very small number of people can act or behave in a way that can be unacceptable.

This policy sets out our approach to dealing with unacceptable behaviour by service users and members of the public and it is anticipated its application will be minimal. We have a duty to safeguard our employees from unacceptable behaviour which may otherwise cause us to breach legislation unless we take appropriate action. This policy is to protect our staff whilst dealing with unacceptable behaviour both internally and externally by our customers.

Unacceptable customer behaviour policy is attached.

**Resource implications: None**

**Legal and Governance Implications: None**

**Safer, Cleaner, Greener Implications: None**

**Consultation Undertaken: Service Managers consultation**

**Background Papers: Attached Unacceptable Customer Behaviour Policy**

**Impact Assessments:**

**Risk Management: Safeguarding employees**

**Equality Impact Assessment attached**