

	Title	Customer Conduct Policy		
	Reference	Volume 2	Owner	Assistant Director Homes & Wellbeing
	Approved by	Customer Committee	Approval date	05/11/2025
	Issue date	07/11/2025	Review date	07/11/2028

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1. Purpose and scope

- 1.1 This policy applies to all NCHA customers that live in an NCHA owned property (or one that is managed by NCHA). It includes those that have entered into a tenancy, lease, or licence agreement with the association and other occupants living or visiting our properties. The policies main objectives are:
- To help manage any unreasonable interactions between these customers and NCHA staff and contractors.
 - To set out those customer behaviours that are not acceptable and could detrimentally affect staff and contractors.
 - To set out the steps and measures that can be taken to help manage unreasonable behaviour and interactions.
- 1.2 All NCHA staff and contractors have the right to be protected from violence, harassment, and abuse of any kind from the customers that they have to interact with.
- 1.3 NCHA recognises that customers may behave/interact in a certain way for many different reasons. This may be due to experiences in their past or their learned way of coping with difficult situations. The policy recognises and acknowledges:
- There are many reasons customers can find it hard to regulate emotions especially when dealing with conflict situations. This can lead to negative interactions between customers, NCHA colleagues and contractors.
 - That this may not be personal and is often customers response to difficult situations.
 - To work positively with all customers to acknowledge their feelings, stay calm and reach agreement moving forward and where this is not possible manage the situation in a sensitive way.
 - Where customers behaviour has affected colleagues, this is dealt with appropriately.

2. Responsibilities and risk

All colleagues

NCHA contractors

The key risks this policy sets out to address are:

- Relationship breakdown between customers and NCHA staff and contractors, leading to non-engagement and active avoidance of compliance with legally necessary instructions.
- Colleagues being subjected to violence, threats, harassment, sexual harassment, abuse and unreasonable behaviour.
- Colleagues being unable to carry out their employment functions in a productive manner.
- Customers are not afforded positive interaction and support to help them respond and move forward in a positive way.

3. Policy details and guidance

- 3.1 This policy covers behaviour which is violent, unreasonably persistent, abusive, demeaning, derogatory, offensive, harassing, threatening or unreasonable and may also include the following:
- Repeated requests for similar information, when this information has been provided.(consider health needs which may impact on the customers ability to retain information).
 - Excessive levels of contact through telephone calls, emails, website inquiries, letters, and visits to NCHA offices.

- Demanding service within unreasonable and unachievable response times.
 - Insistence on contact only with one particular member of staff.
 - Refusing to engage and deal with a particular member of staff.
 - Unreasonable and repeated complaints about matters that have previously been dealt with through stages 1 and 2 of the complaints process.
- 3.2 Harassment is unwanted conduct related to relevant protected characteristics, which are sex, gender reassignment, race (which includes colour, nationality and ethnic or national origins), disability, sexual orientation, religion or belief and age, and sexual harassment that has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.
- 3.3 When behaviour causes injury, or there was a risk of potential injury to a member of staff or an NCHA contractor or effects colleague wellbeing, then an IRIS report should be completed as per the Corporate Health & Safety Policy.
- 3.4 The customers behaviour must be addressed. Actions may include the following:
- The colleague must report the behaviour to their line manager to consider what the appropriate steps to take next in the first instance.
 - Agree communication plan for those in contact with the customer.
 - Using single points of contact and other restrictions upon contact methods.
 - Letter to the customer advising/warning of their behaviour and consequences if the behaviour repeated.
 - The use of the 'red flag' system on our housing management system to identify customers who may pose an ongoing risk to the health and safety of visiting colleagues and contractors.
 - Engaging with family, advocates and support networks to address the situation.
- 3.5 The behaviour may be reported to the Community Safety Team to consider tenancy enforcement action. The Community Safety Team will consider enforcement action as per NCHA normal protocols. This will include all possible sanctions, both formal and informal, and where appropriate legal enforcement actions such as injunctions or possession proceedings. The most appropriate formal sanction should be considered.
- 3.6 NCHA staff and contractors also have the right to end any visit, meeting, or telephone call with a customer where they believe that their health and safety is at risk, or when they suffer harassment (including sexual harassment) or when they are subjected to abusive, threatening, or aggressive language or behaviour.
- 3.7 Where an NCHA colleague is highlighted on social media without their consent we will seek, where possible, to remove social media content.
- 3.8 NCHA will support colleagues subjected to unreasonable behaviour, as outlined in this policy, by offering appropriate support in accordance with our Critical Incident Stress Management (CISM) Debrief Policy.

4. Supporting documentation and key legislation

4.1 Forms

None

4.2 Guidance

None

4.3 Legislation

None

4.4. Related policies

Anti-Social Behaviour Policy

Hate Incident Policy

Corporate Health & Safety Policy

Corporate Violence at Work Procedure

5. Monitoring and reporting

There is no specific monitoring or reporting required. Certain aspects are monitored through the other relevant policies and procedures.

6. Definitions

None

7. Equality and diversity

7.1 This policy/procedure has been written in line with NCHAs Equality, Diversity and Inclusion Policy and Equality Statement.

7.2 This policy is supported by an Equality Impact Assessment.

8. Appendices

None

9. Policy approval

9.1 This policy has been approved prior to issue by the Director of Homes and Wellbeing or if applicable by NCHAs Board or Customer Committee.