

Unreasonable Behaviour Policy

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Author (Leadership Team member):	Director of Customer Service					
Which Strategy does this support?	Landlord					
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IMPACT ASSESSMENTS						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		If not required, state reason:	This is a transfer of policy so a new EIA has not been completed.			
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: Our policies - Settle		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
2) If yes, please confirm resident consultation has taken place		<input type="checkbox"/>	Briefly detail changes arising from resident feedback: Resident consultation happened at the last review. This is a transfer of policy and consultation will take place at the next review date.			
APPROVAL						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date approved:	25/07/2025					
Which Regulatory Standard does this Policy support?	Economic					
	Governance & Viability	Rent		Value for Money		
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		
	Consumer					
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability		
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Associated legislation	Equality Act 2010 UK General Data Protection Regulation and Data Protection Act 2018 Housing Regulation Act 2023					

	Human Rights Act 1998 Racial and Religious Hatred Act 2006
Associated procedures	Unreasonable behaviour Procedure
Does this policy contain delegated authority?	

Unreasonable Behaviour Policy

Introduction

We value everyone and believe all residents have the right to be heard, understood and respected. We also consider the same to be true for our employees and contractors acting on our behalf.

Sometimes it is difficult to deliver services effectively when there is unacceptable behaviour towards our employees, or unreasonable demands on our service. In these situations, we will take action to protect the health and wellbeing of our employees who have a right to do their jobs without fear of being abused or harassed. We also consider the impact on our ability to provide a service to other residents who have an equal right to our services.

Purpose

The purpose of this Policy is to support the Vulnerable Customers and Reasonable Adjustments Policy, Code of Conduct, Behaviour Framework and adherence to the Housing Ombudsman Complaint Handling Code.

Scope

This Policy sets out:

- What we consider to be unacceptable or unreasonable behaviour;
- Our approach to dealing with this in a fair and transparent way; and
- How we will assess and communicate this with residents, and how a resident can ask for reconsideration of any restriction we have put in place.

This Policy covers all areas of our work and all channels of communication including colleagues, residents and contractors engaged by Settle.

Behaviour is not unacceptable or unreasonable just because a person is assertive or determined. We understand there may have been distressing circumstances leading up to a resident contacting us and we will always take a resident-focussed approach when you raise concerns with us, making it easy for residents to raise a complaint when they need to.

Section 2 – Policy

2.1 Policy Principles

- We will always take a fair and balanced approach to assessing and addressing unacceptable or unreasonable behaviour, resolving the issue quickly and informally where possible.
- We will consider a resident's individual situation, any medical conditions and known vulnerabilities such as mental health issues and learning disabilities.
- We will support our employees who are subjected to unacceptable or unreasonable behaviour.
- When we recognise unacceptable behaviour or unreasonable demands, we will let the resident know and explain what we find unacceptable before taking any action.
- We will take measures, including making reasonable adjustments, to support anyone who may need help to communicate with us or to access our services.
- We comply with the provision and disclosure of data in accordance with the UK General Data Protection Regulation and Data Protection Act 2018.

2.2 Policy Details

Here are some examples of what we deem to be unacceptable behaviour:

- Verbal abuse, including shouting and swearing
- Aggression, violence and threats of violence, including derogatory remarks, rudeness, inflammatory allegations and threats of violence
- Prejudice and discriminatory remarks, for example unfair treatment based on race, gender, disability
- Harassment and bullying
- Contacting members of our team outside of work, including through their personal social media accounts.

Here are some examples of what we deem to be unreasonable behaviour:

- Unreasonable persistence, refusing to accept the answer that has been provided and continuing to raise the same matters without providing any new evidence.
- Repeatedly demanding a response within a timescale outside of normal service offer
- Lengthy telephone calls repeating the same points where matters are already being investigated or have been investigated within our complaint's procedure.
- High volumes of information provided by email, webform, or post where the information repeats what has already been given
- Insisting on speaking to certain members of our team or refusing to speak to others
- Refusing to co-operate and provide information we request to allow us to help resolve the issue.

We will always try to resolve issues informally where possible, assessing any reasonable adjustments we may need to make, for example changes we can put in place to make it easier to access our services. Where it becomes appropriate to take formal action, we will write to you explaining the reasons for this and when this action will be reviewed.

Examples of formal actions include:

- Limiting contact to a single form, for example in writing, by email or through a representative

- Limiting our response to excessive contact to a certain number of times per week or month
- Declining to give any further consideration to an issue unless any additional evidence or information is provided
- Deciding to only visit your home in pairs or with additional security measures
- In extreme cases such as physical violence or harassment towards an employee or contractor acting on our behalf, actions could include involving the police and taking legal action.

Where we experience unacceptable behaviour during a telephone call or a visit to your home, our employees may take immediate action of terminating the call or ending a visit or meeting. Where possible, we will inform you why the behaviour is unacceptable before deciding to terminate the call or end the appointment.

If someone's behaviour is unreasonable or unacceptable, we will first try to address the issue by explaining why and giving the person an opportunity to stop. If unresolved, we may decide on managing the behaviour according to our policy, and the conditions will be communicated in writing.

Any formal action we take will be decided through a proportionality assessment and reviewed by a senior manager. Any restriction made will typically last 12 months. If the behaviour threatens immediate safety, we will report it to the police.

Records of restrictions will be kept for the duration of the case or contact restriction and removed once they expire, in line with data protection rules. Restrictions lasting over 12 months will be reviewed by a senior manager, and information will be updated or deleted if no longer correct.

Outcome

- Colleagues, Residents and Contractors feel supported, listened to and treated fairly.
- Residents feel they can raise a complaint and know what to expect from us when things go wrong.
- Colleagues are equipped to manage cases of unreasonable behaviour and feel supported when doing so.
- Residents are always offered reasonable adjustments to communicate with us and access our services when appropriate.

Section 3 – Roles and responsibilities

3.1 Key Roles and Responsibilities

- This Policy is intended for all residents, contractors that Settle engages, and colleagues.
- The Operations Committee, which operates under the jurisdiction of the Board, is responsible for approving and monitoring this policy.
- Settle's Executive Director of Customer Service has strategic oversight of this policy.

Section 4 – Compliance and Enforcement

4.1 Compliance

Compliance with this policy will be managed through the complex case panel with oversight at the health and safety wellbeing board.

Section 5 – Related Policies, Procedures and Key Documents

Related Policies

This Policy supports and underpins the policies listed here: [Our policies - Settle](#)

Related Procedures

Complaints procedure

Unreasonable behaviour

Key Documents

Settle Code of Conduct

NHF Code of Conduct 2022

Equality Act 2010

UK General Data Protection Regulation and Data Protection Act 2018

Housing Regulation Act 2023

Human Rights Act 1998

Racial and Religious Hatred Act 2006

Section 6 – Review, Approval, Publication

6.1 Review and Approval

This Policy will be reviewed every 3 years, or sooner should there be a material change in legislation or associated policies.

Section 7 – Document Control

Document Name	Unreasonable Behaviour Policy
Approval Date	25/07/25
Approved By	Executive Director of Customer Service
Version Number	V1.0
Version History	July 2021
	April 2024
	July 2025

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		<input type="checkbox"/>		<input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached <input type="checkbox"/>		N/A <input checked="" type="checkbox"/>	
PUBLISHING REQUIREMENTS					
INTERNALLY	<input checked="" type="checkbox"/>	WEBSITE	<input checked="" type="checkbox"/>	SETTLE CONNECT	<input type="checkbox"/>

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	<input type="checkbox"/>
Keywords for search function	