



Haig Housing Abusive/Threatening Behaviour: Our Policy

The Trust has ZERO TOLERANCE in respect of abusive and/or threatening behaviour towards its employees, agents or contractors

Any abusive or threatening behaviour towards Haig Housing's employees, agents and contractors is unacceptable regardless of circumstances and from whom the behaviour comes. Whilst recognising that mental health and related behavioural problems may contribute to abusive and/or threatening behaviour, this will not be used as an absolute mitigation or justification for abusive or threatening behaviour towards employees, agents and contractors.

This leaflet is a summary of Haig Housing's Abusive/Threatening Behaviour Policy. A full copy of the policy is available from Haig Housing – please see over for details

DEFINITION OF ABUSIVE/THREATENING BEHAVIOUR

Abusive / threatening behaviour includes:

- The use of foul language
- Shouting
- Aggressive gestures (pointing, banging doors / desks, waving arms, throwing objects)
- Any form of physical violence, whether actual or threatened
- Any behaviour which frightens or causes distress to employees, agents or contractors

Haig Housing recognises that some issues can be confrontational, e.g. addressing issues of property neglect or damage, non-payment of rent and anti-social behaviour. We will endeavour to adapt our service to meet particular individual needs regarding mental health issues and other special needs.

RESPONSE TO ABUSIVE/THREATENING BEHAVIOUR

In cases of physical violence, threatened or actual, Haig Housing employees, agents or contractors are expected to leave the situation immediately in the interest of safety.

In response to other abusive or threatening behaviour, Haig Housing employees, agents or contractors will, in order:

- Request that the behaviour ceases with immediate effect
- Advise that communication will be terminated if the behaviour continues
- Cease communication; advise that the interview/ discussion is at an end, ask the person concerned to leave or by ending a telephone call
- Report the incident to a manager
- Instigate appropriate action

FOLLOW UP ON INCIDENTS OF ABUSIVE/THREATENING BEHAVIOUR

The Trust is committed to providing a safe working environment with help, support, advice and assistance for employee, agent or contractor subjected to abuse and will:

- Write to identify the behaviour, explain why it is unacceptable and outline the consequences if repeated
- Reserve the right to withdraw or adjust future service provided to the person
- Enforce exclusion, if necessary, with assistance from Police/civil legal action
- Consider possession proceedings on the basis of a breach of tenancy agreement