

# Easy read guide: Unreasonable Behaviour policy



## 1. Why Golden Lane Housing has an Unreasonable Behaviour policy



This is an easy read guide to help you to understand Golden Lane Housing's Unreasonable Behaviour policy. It will explain what unreasonable and unacceptable behaviour means.

The Unreasonable Behaviour policy explains what Golden Lane Housing will do when tenants or customers behave in an unacceptable or unreasonable way.



The Unreasonable Behaviour policy makes sure that Golden Lane Housing staff and staff from other organisations who work with Golden Lane Housing are safe.



Golden Lane Housing knows that everybody is different, so we want to make sure we treat everybody as an individual and make it easy for tenants and customers to talk to us.



We will make sure that we are friendly, that we treat everybody fairly, and that we listen to everybody we talk to.



There are lots of reasons why tenants or customers might behave in a way that is unacceptable or unreasonable. This means that they might behave in a way that makes other people feel upset or frightened.

Some reasons tenants or customer might behave in this way are:



- Because of things that Golden Lane Housing don't know about.



- Because the tenant or customer might feel worried, stressed or upset.



- Because the tenant or customer might be struggling with their mental health which can make it difficult for them to talk to Golden Lane Housing.



- Because people with a learning disability and autistic people may find it difficult to talk to Golden Lane Housing and other people about problems they are having.



- Because the tenant or customer might speak, read and write in a different language which may make it hard for Golden Lane Housing staff and the tenant or customer to understand each other.



- Because the tenant or customer is unhappy with a service provided by Golden Lane Housing.



This policy is about any contact with Golden Lane Housing - this includes social media posts and messages, telephone calls and meetings with staff.

This policy should also be used with Golden Lane Housing's Complaints Policy and Anti-Social Behaviour Policy.

## 2. The Unreasonable Behaviour Policy



For Golden Lane Housing, unreasonable behaviour means that a tenant or customer behaves in a way that stops Golden Lane Housing from providing services to tenants and customers in a way that is fair.

Examples of unacceptable or unreasonable include:



1. Aggressive or abusive behaviour
2. Unreasonable demands
3. Unreasonable levels of contact
4. Harassment
5. Refusal to co-operate

## 1. Aggressive or abusive behaviour

We understand that our tenants and customers can become angry and upset.



Golden Lane Housing will not accept aggressive or abusive behaviour towards its staff or people from other organisations it works with.



Anybody who is violent - this means hurting somebody's body - or who threatens or uses offensive words against somebody, will be investigated.



When the investigation is finished, Golden Lane Housing will decide what to do next.



## 2. Unreasonable demands

A customer's demand is unreasonable when Golden Lane Housing or people that work at an organisation Golden Lane Housing works with are stopped from providing a fair service to tenants or customers.

For example:



- Demanding things to be done or demanding responses in an unreasonable time.



- Reporting issues that aren't related to a complaint, or changing the complaint.



- Not accepting a decision when Golden Lane Housing has explained why the decision has been made.

### 3. Unreasonable levels of contact

Unreasonable levels of contact means that the tenant or customer contacts Golden Lane Housing lots of times, and this means that Golden Lane Housing and organisations it works with cannot provide a good service because of this contact.

For example:



- Lots of telephone calls or emails and letters in a short amount of time.



- Lots of telephone calls lasting a long time which talk about information that has already been explained, or is not related to the issue.
- When Golden Lane Housing staff are having to spend too much time talking to tenants and customers about information that has already been explained, and therefore they cannot provide a service to other customers or tenants.



- Sending lots of information by email, phone or post which isn't needed.



- Contacting Golden Lane Housing lots of times when they are already dealing with the issue and there is no update.



- Contacting different staff members at Golden Lane Housing to try and get a different response.

## 4. Harassment



Harassment is when a tenant or customer contacts Golden Lane Housing or other organisations it works with too much, or they don't contact them when they need to. A tenant or customer may also speak to Golden Lane Housing staff in a threatening or abusive way.



The safety and wellbeing of staff at Golden Lane Housing, and staff who work for organisations Golden Lane Housing works with, and tenants, is very important to Golden Lane Housing.



We kindly ask that tenants and customers who contact Golden Lane Housing staff and staff from other organisations it works with treat them with respect.

Examples of harassment include:



- Publishing recorded telephone conversations and personal information about staff members.



- Contacting staff members using their personal details or social media profiles.



- Contacting staff members lots of times after they have dealt with your issue.

## 5. Refusal to co-operate



We always ask that tenants and their support staff and/or families work with Golden Lane Housing to help us resolve any issues and make sure that our services meet the tenants' needs.



However, there are some times when tenants and their support staff and/or families don't work with Golden Lane Housing, when we need them to. For example:



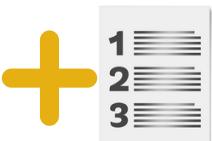
- Not providing Golden Lane Housing with extra information, evidence or comments in reasonable time.



- Not making reasonable arrangements to be available to attend meetings and appointments.



- Not providing a summary of the issues and concerns.



- Adding more new issues to the complaint on more than one occasion.



## **Things Golden Lane Housing may do to stop unreasonable or unacceptable behaviour**

When tenants or customers behave unreasonably or unacceptably, Golden Lane Housing may consider taking action to stop this behaviour.



Any decision Golden Lane Housing makes will be based on the tenant or customer's situation and will be fair.



Action will be taken following an investigation into each case, and will be decided and agreed by a manager or senior staff member.



If we decide to take action, we will tell the tenant or customer in a way they understand, and in writing.



All tenants and customers will be given the right to appeal this decision. This means you can tell Golden Lane Housing why you think the decision is wrong and Golden Lane Housing will review this.

## **Examples of informal actions Golden Lane Housing will consider:**

- Warning the tenant or customer about their behaviour and asking that they behave in a better way when they contact Golden Lane Housing in the future. This will be recorded on our system.
- Arranging for two staff members to visit the property.
- Adding a note on the property on our system to make staff members aware of unreasonable or unacceptable behaviour.



## **Examples of formal actions Golden Lane Housing may take:**

- Communicating only in writing or through a representative of Golden Lane Housing.
- Taking actions under our Anti-Social Behaviour Policy when a tenant behaves unfairly against another tenant.
- Applying for an injunction which will protect staff where behaviour includes threats of violence, actual violence or hate crime.
- Stopping or making less contact with Golden Lane Housing.





- Making less face to face visits.
- In exceptional circumstances, telling relevant public authorities, like the council or the police, or taking legal action.

**WARNING**

When there is a serious or major incident, a warning marker will be added to a tenant's or customer's records and reviewed regularly to protect Golden Lane Housing staff from similar incidents.

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If a tenant or customer wants to tell Golden Lane Housing they are unhappy with the decision, they must do so within 15 working days of receiving the decision.



The Head of Tenant Experience, or if they are not working, a senior manager, will then respond to this within 15 working days.



The first decision will stay in place during this time, and until a final decision has been decided.

### 3. Reasonable adjustments



Golden Lane Housing recognises our tenants and customers are all individuals and are all different.



Golden Lane Housing will always make sure it carries out work and contact that follows its own Equality and diversity policy, the Human Rights Act 1998, and Equalities Act 2010.



We ask tenants and/or their support staff and families tell us how we can help to communicate with them clearly, and what reasonable adjustments would help.



Golden Lane Housing will always consider any requests that are made. Examples we can consider include:

- Providing written information in a different format such as braille, audio, or easy read.
- Communicating in a way that meets an individual's needs. For example, preferring to meet in person at a location that is accessible with their representative or support staff where possible, or using talking mats.
- Using an interpreter if the tenant or customer speaks a different language. An interpreter is somebody who can speak more than one language and can help people who don't speak each other's language to understand each other.



## 4. Data protection



Golden Lane Housing will always follow the General Data Protection Regulation (GDPR) 2018 and Data Protection Act 2018. These are rules to help keep people's information private.



Golden Lane Housing will fairly write down and look at information about our tenants and customers, while making sure that our staff are safe.

## 5. Support for staff



Golden Lane Housing wants to make sure that our staff feel happy and safe.



We will investigate and take appropriate and necessary action when unacceptable or unreasonable behaviour is reported to us.



This policy supports staff and helps them to understand what will happen when unreasonable and unacceptable behaviour takes place.



We will make sure that staff and managers know about this policy to make sure it is used in a way that is fair.

# Contact Golden Lane Housing



If you have any questions or issues, you can contact Golden Lane Housing by:



Phoning: 0300 003 7007



Emailing: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)



Sending a letter to:  
Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester M14 7HR