



# Unacceptable Customer Behaviour Policy

## Purpose

This policy aims to maintain a respectful and safe environment for our staff by clearly defining unacceptable behaviour from customers. It outlines the steps we may take to address such behaviour.

## Scope

This policy applies to all customers accessing our services.

## Definitions

- **Unacceptable Behaviour:** Any conduct that threatens, harasses, or harms our staff physically, verbally, or emotionally.
- **Staff:** All employees, contractors, and volunteers within our organization.

## Guidelines for Customers

1. **Respectful Conduct:**
  - Customers must treat staff with respect, kindness, and professionalism.
  - Aggressive, abusive, threatening, bullying or harassing behaviour is strictly prohibited.
2. **Zero Tolerance:**
  - We have a zero-tolerance approach toward customer harassment, threats bullying or aggression.
  - Any incidents will be taken seriously and addressed promptly.
3. **Reporting Mechanism:**
  - Staff should report any unacceptable behaviour to the CEO or Chair of the board.
  - Provide details of the incident, including date, time, location, and individuals involved.
4. **Investigation and Action:**
  - We will investigate all reported incidents confidentially.
  - Appropriate actions will be taken based on the investigation findings.
5. **Consequences:**
  - Depending on the severity, consequences may include:
    - Warning the customer.
    - Restricting access to our services.
    - In extreme cases, legal action.

## Communication

- We will communicate this policy to all customers through various channels (e.g., website, signage, emails).

## Review

- Regularly review and update this policy to ensure its effectiveness.

Remember, our goal is to create a safe and respectful environment for everyone. Thank you for your cooperation!