

Unacceptable Behaviour Statement

Part of the Bullying & Harassment Policy

We know that when you contact us the things you want to tell us are important to you. They are important to us too. We appreciate that issues being discussed can be distressing for you and we will do our absolute best to help or guide you.

To help us understand and deal with your issue, please be polite to our staff, they deserve to be treated with good manners, and respect.

Our staff, volunteers and other clients have the right not to be subjected to abusive or unreasonable behaviour, language or inappropriate communication, regardless of the circumstances. We won't tolerate it, and it may affect how we can support you or your family.

We understand that some people may find it difficult to recognise the impact of their behaviour on other people. We will always consider making reasonable adjustments for anyone with protected characteristics defined under the Equality Act, 2010, if we are asked to do so - but if someone's actions or behaviours are having a negative effect on our colleagues or our work, we will act accordingly.

Our policy sets out what we consider to be unacceptable behaviour, and the actions we might take if we consider your interaction with us to be unacceptable.

Aggressive or abusive behaviour

We care about our staff, volunteers and clients and protecting their personal safety and wellbeing while at work.

We will seek to understand and try to resolve matters to your satisfaction but recognise that not everyone will agree with our decisions. While that can be frustrating, we will not accept or tolerate any behaviour or language that we consider to be abusive. This includes but is not limited to behaviour that:

- is violent or makes threats of physical violence
- is abusive
- is threatening
- uses offensive or insulting language
- uses aggressive or threatening behaviour or language
- uses racist, sexist or homophobic language or any other discriminatory language related to a diversity/protected characteristic(s)
- includes any other form of discrimination
- includes the leaving of threatening or aggressive voicemails

- includes posting aggressive or abusive comments or posts on an Age UK Norwich staff or volunteers' professional profiles on social media (e.g. LinkedIn) or posts on their own social media naming a member of our workforce
- includes posting unacceptable or personally abusive comments about Age UK Norwich staff members in a survey or chat stream at a public event

Unreasonable behaviour

We want to be as open and accessible as possible and will provide appropriate and adequate responses in a timely manner. But we also need to use our resources in an efficient and effective way. Occasionally, some types of communication or behaviour can put excessive or unreasonable demands on the time of our people. This affects our ability to help other people.

Examples of unreasonable behaviour include, but are not limited to:

- refusing to cooperate, or clarify an issue or matter, despite our offers of help
- making excessive communication with Age UK Norwich, whether by frequent calls e.g., daily, emailing numerous staff members, or sending detailed letters/emails every few days, and expecting immediate responses
- making unjustified complaints against our people who are trying to help
- during a call, insisting on speaking to someone else, when we have explained to the caller they are speaking to the appropriate person
- repeatedly demanding we respond within an unreasonable timescale or challenging our waiting lists or prioritisation of our capacity
- insisting on a face-to-face meeting when we do not consider it necessary
- visiting our offices without an agreed appointment and insisting on being seen
- persistent refusal to accept explanations relating to what we can or cannot do

Actions we might take

Staff and volunteers will explain behaviour we see as unacceptable and ask you to change your behaviour, communication and/or language. If it continues we may:

- stop communicating directly with you. We may end the call if we are on one, leave an appointment or event, or terminate a service.
- Only communicate in writing through a letter sent by post, or via audio recording
- Communicate with you through a representative or third party such as a relative, friend or community advocate, with appropriate consent
- Restrict communication on a specific matter or topic, with service
- Prohibit your attendance at an Age UK Norwich office, event or club

In circumstances where we believe a crime may have been committed, we will refer the unacceptable behaviour or communication to the police.

Social media

We have profiles on Meta, LinkedIn and YouTube.

We use these social media profiles to inform and signpost useful information, our services and other topics that we believe will benefit our clients, supporters or general public. We also use them to gain valuable insight which informs our work.

We do not tolerate abusive behaviour or communication towards Age UK Norwich, our partners, Age UK or our staff or volunteers on these websites, including posts on an individual's pages in relation to their work or volunteering with Age UK Norwich.

Content that we believe to be abusive or unsuitable will be escalated for further action, which may include contacting the author, reporting it to the relevant social media company and/or taking legal action including referral to the police.

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