

CONTACT MANAGEMENT POLICY



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

CONTACT MANAGEMENT POLICY

DATE APPROVED:

1st April 2025

EXPIRY DATE:

1st April 2028

OWNER:

HEAD OF CUSTOMER EXPERIENCE & INSIGHT

APPROVAL ROUTE:

EXECUTIVE MANAGEMENT TEAM

Contact Management Policy

Introduction:

This Policy details Teign Housing and TemplerHomeBuild's commitment to the following:

- Dealing with unacceptable, unreasonable, or inappropriate customer conduct.
- Eliminating or reducing the risks when dealing with vulnerable customers (also known as "Person's at Risk")

Scope of the Policy:

Teign Housing and TemplerHomeBuild expects employees and contractors to be helpful and courteous when dealing with customers in accordance with our ethos and values.

Teign Housing and TemplerHomeBuild recognises that whilst most interactions with customers will be conducted in a professional, friendly, and helpful manner, some customers will become frustrated or angry and employees may be subjected to abusive language, verbal/physical threats, or other inappropriate behaviour.

Occasionally, Teign Housing and TemplerHomeBuild will receive information about a customer from a statutory or commissioned service where the risk of harm or abusive behaviour towards professionals is likely to occur. Teign Housing and TemplerHomeBuild for the safety of its staff, contractors and board members may decide to invoke this policy to ensure safe working conditions.

Teign Housing and TemplerHomeBuild recognises that employees and contractors are not expected to accept unreasonable or unacceptable conduct from customers and are committed to providing a robust framework for challenging such behaviour.

The Anti-Social Behaviour Policy sets out how unacceptable behaviour towards other tenants will be addressed and both policies can be used in tandem.

Policy Statement:

The policy is to provide a commitment that Teign Housing and TemplerHomeBuild will provide:

Guidance to staff on customer behaviour which is considered unacceptable, such as aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence including unreasonable use of Teign Housing's and TemplerHomeBuild Complaints Policy.

Framework of sanctions that can be imposed on customers who have displayed unacceptable, unreasonable or inappropriate customer conduct. Whilst not limited to, the options we will consider include:

- Legal action including injunctions or possession proceedings
- Restricting contact methods available to the customer (e.g. written contact only)
- Ending all direct contact and only allowing contact via an agreed third party
- Restricting or removing access to our offices
- Restricting customer contact to certain days and/or times
- Restricting the people who may be contacted to named individuals
- Allowing contact by prior appointment only
- In cases of actual or threatened violence, we may (with an employee's consent) inform the Police who may wish to instigate criminal proceedings
- Imposing an alert on our housing management system (Civic CX)
- Engaging with a mediation service
- Restricting or removing the customer's ability to participate in formal and informal resident involvement structures.

Accessibility, Equality and Diversity:

Teign Housing and TemplerHomeBuild endeavours to provide services which are accessible to customers but reserves the right to restrict or change such access when faced with unacceptable customer conduct, or when there is a risk of unacceptable behaviour towards staff.

Teign Housing and TemplerHomeBuild will aim to ensure fairness, consistency and proportionality when managing unacceptable conduct.

Teign Housing and TemplerHomeBuild will be mindful of equality and diversity issues, with regard being given to protected characteristics, as detailed in the Equality Act 2010.

Key Standard Outcomes

All allegations regarding unacceptable customer conduct will be dealt with in accordance with the Contact Management Procedure.

All customers will receive written confirmation of any sanctions imposed where the level of access to services change as a result. This includes alerts such as Visit in Pairs, or No Lone Females. Customers will have the right to appeal this decision which is reviewed by the relevant Head of Service.

Teign Housing and TemplerHomeBuild will review cases which impose a change to the level of service for a customer at least once annually. Some cases will be reviewed on a more regular basis should there be matters such as safeguarding, increased customer contact or breach of tenancy conditions.

Related Documents:

- Contact Management Procedure
- Complaints Policy
- Anti-Social Behaviour Policy
- Lone Working Policy
- Health and Safety Policy
- Data Protection & GDPR Policy