

Unacceptable Behaviour Policy and Procedure

Purpose of this policy

This policy means we can manage unacceptable behaviour consistently and fairly. It sets out clearly what we consider to be unacceptable and the steps we may take to deal with such behaviour. This applies to everyone who accesses our services.

Definition of unacceptable behaviour

Unacceptable behaviour means acting in a way that is unreasonable, regardless of the level of someone's stress, frustration, or anger. It may involve acts, words or physical gestures that could cause another person distress or discomfort.

Principles

You can expect that the FRSA committee members will always be committed to providing a professional and fair service to the scheme members.

In return we ask that scheme members respect our committee members and contractors.

Aggressive, abusive or threatening behaviour

The FRSA committee members or its contractors will not tolerate, any harassing, threatening, abusive, violent behaviour or unsubstantiated vexatious or defamatory allegations, either verbally or written via, emails, telephone calls, comments on social media or elsewhere or in person. It should be noted that such behaviour will not influence the FRSA decisions which are made in the interests of scheme members overall. Members should also note that they should not ask FRSA contractors to undertake additional works, nor to vary, defer or avoid doing works that the contractor is programmed to do.

How we will respond to incidents of unacceptable behaviour

We do not expect our committee members or contractors to tolerate unacceptable behaviour when communicating with our members, under these circumstances no member of the committee should be required to or feel obliged to deal with any scheme member either face to face, over the phone or in correspondence.

How we will respond to continued unacceptable behaviour

We will ask the member to modify their behaviour and explain why their behaviour is unacceptable, If the member continues with the unacceptable behaviour to any committee member or its contractors, this may result in them losing the right to be a scheme member of the FRSA.