



UNREASONABLE BEHAVIOUR POLICY

- The majority of individuals communicate with EHRS staff in a polite and courteous manner. The management will not respond to the relatively few individuals whose actions we consider unreasonable.
- Whether you wish to make enquiries, provide information or raise a complaint, we believe you should be treated with courtesy and respect by EHRS staff and given an opportunity to explain your case or query.
- We expect you to treat our staff with courtesy and respect and that the carrying out of their duties is not adversely affected by those few individuals who behave in an unreasonable manner.
- We recognise that, at times, you may have reason to feel aggrieved, upset or distressed however, we will challenge behaviour that is aggressive or abusive, or which places unreasonable demands on our staff. Some examples of what we consider to be unreasonable behaviour types are: threats, verbal abuse, racist and sexist language, derogatory remarks, offensive language, rudeness, making inflammatory statements, harassment or raising unsubstantiated allegations.
- Whilst we accept that those in contact with us may feel angry at times, it is not considered acceptable when that anger or aggression is directed towards staff.
- Physical violence, verbal abuse, threats or harassment against our staff will not be tolerated and will be reported to the police, who may decide to prosecute.

