

Client Behaviour Policy & Procedure

We are committed to providing a professional and fair service to everyone. At times work can be highly pressured due to the nature of our industry and our clients' industries. However, we will not tolerate threatening, abusive, or violent behaviour. Under these circumstances no member of staff should be required to or feel obliged to deal with any client either face to face, over the phone or in correspondence.

Purpose of this Policy

This policy means we can manage unacceptable client 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. It applies to everyone who accesses our services.

The [Equality Act 2010](#) protects individuals against discrimination, harassment, and victimisation. We meet the requirements of the Act through the following principles:

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 our employees will always:

- treat everyone who contacts us with respect, empathy, and dignity
- provide a fair, open and proportionate service
- listen and understand to issues
- do their best endeavours to fulfil client requests & requirement

We expect clients using our services to:

- treat us with respect, empathy, and dignity
- be courteous
- engage with us in a way that does not hamper our ability to carry out our work effectively and efficiently for the benefit of all.

Aggressive or abusive behaviour

This is behaviour or language (written or spoken) that could cause our staff to feel afraid, threatened or abused. This includes threatening emails, telephone calls, meetings, and comments on social media or elsewhere.

For example:

- insulting or degrading language, including inappropriate humour, innuendo or malicious allegations
- any form of physical violence or threats of physical violence
- derogatory, racist, sexist, ageist, or homophobic remarks
- comments relating to disability, perceived gender, religion, belief, or any other personal characteristics



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Authorised by	Charlotte Harkin				Page 1 of 2

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How we will respond to incidents of unacceptable behaviour


We do not expect our employees to tolerate unacceptable behaviour when communicating with our clients. When this happens, our employees have the right to:

- place callers on hold
- end the call
- not reply to an abusive email or letter - we will only review these communications to ensure no new issues have been raised
- leave the meeting
- leave site immediately

Before taking such action, we will always warn clients that they are behaving in an unacceptable way to give them the chance to change their behaviour. However, a warning will not be given in extreme cases to protect our staff, for example, when a physical threat is made.

Where these circumstances arise, we will take the following steps:

- we will ask clients to modify their behaviour and explain why
- if the behaviour continues to be unacceptable, our employees will remove themselves from the situation. If the communication is by telephone, the caller will be told that the call will be ended
- the employee will inform their manager who will keep a record of the incident. In all cases a manager will investigate the situation and decide what action to take. This could include limiting the client member of staff contact with us, raising a formal complaint via the clients complaints procedure, and in the worst of cases the withdrawal of our services
- we will refer the matter to the police where a criminal offence has been threatened or committed

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Date:	11th June 2026

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