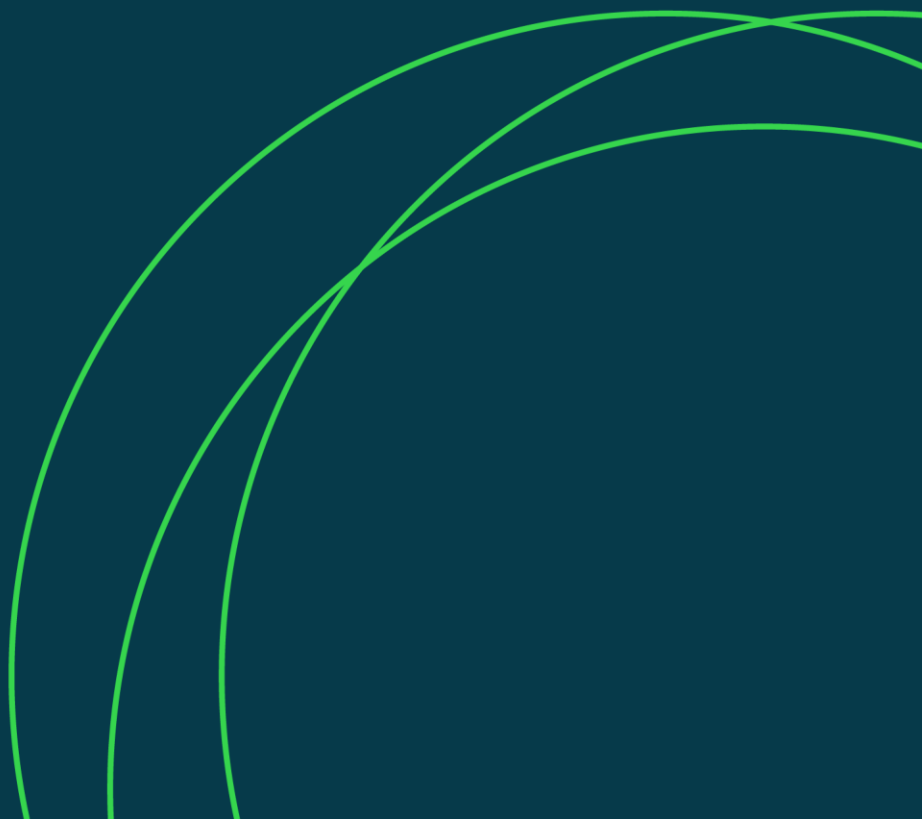




Sparrow
Shared Ownership

Unacceptable Behaviour Policy

VERSION: 2.0
CREATED: May 2025
REVIEW: May 2026
AUTHOR(S): Head of Customer Services



Unacceptable Behaviour

Our policy statement

- 1.1. This policy sets out the approach Sparrow SO will take in response to actions and/or behaviours towards staff or anyone acting on our behalf that are considered unacceptable.
- 1.2. We understand that sometimes you may be unhappy, and staff are trained to deal with personal safety and challenging situations.
- 1.3. There may have been distressing circumstances leading up to someone contacting us and people may act out of character. However, the actions of someone who is angry or persistent may result in unreasonable demands or behaviour towards staff. We will take appropriate action to manage such behaviour.
- 1.4. People may make what we consider unreasonable demands if they impact substantially on our work through the amount of information they seek or provide, the nature and scale of service they expect, or the frequency of approaches they make.
- 1.5. Aggressive and abusive behaviour is not restricted to acts that may result in physical harm. It also includes behaviour or language that may cause staff to feel afraid, threatened, distressed, or abused.
- 1.6. We are committed to helping staff members to be able to deal with incidents of work-related violence and aggression through line management and specialist assistance through our Employee Assistance Programme who provide confidential counselling and support.
- 1.7. It is important to us that staff feel empowered to deal appropriately with unacceptable behaviour so that this does not have an adverse effect on their ability to carry out their duties or the provision of our services.
- 1.8. We take all threats of violence and aggression towards staff members very seriously. Our policy is that all acts of physical assault to staff members' or contractors should be reported to the police, to the staff members' manager and recorded.
- 1.9. We reserve the right to take civil legal action against any person(s) who threatens or attacks our staff or contractors and will seek to retrieve the costs of any such action.
- 1.10. Any information held against a person is reviewed for potential removal by an independent panel to make sure any decisions are impartial and consistent.
- 1.11. We will consider an individual's needs before any restrictions are placed on a person because of unacceptable behaviour.

The scope of this policy

- 2.1. This policy applies to all of Sparrow's customers.
- 2.2. In defining unreasonable behaviour we have taken into account the Local Government Ombudsman's (LGO) definition: *"unreasonable and unreasonably persistent complainants are*

those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their or other people's complaints".

2.3. The Health and Safety Executive define work related violence and aggression as: "any incident in which a person is abused, threatened or assaulted in circumstances relating to their work".

Whilst there is no specific law relating to management of violence in the workplace, both the Health and Safety at Work Act (1974) and the Management of Health and Safety at Work Regulations (1999) have requirements which we are committed to following. These were designed to make sure that staff are kept safe in the workplace both physically and emotionally.

2.4. Due to the nature of Sparrow SO's services, there is a risk that staff members may be abused, threatened, or even attacked. We are committed to reducing these risks and putting in place appropriate safety procedures for our staff.

Delivery of this policy

3.1. This policy should be read in conjunction with:

- Complaints policy
- Antisocial Behaviour Policy

3.2. The effective delivery of this policy, including training, guidance, and support required by staff for implementation of this policy will be provided by Sparrow SO.

Policy review

4.1. We will review this policy at least every two years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, ensuring that it continues to meet our aims and any good practice developments
- We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

VERSION	CHECKED BY	AMENDMENTS	APPROVED AT/BY	DATE OF APPROVAL	DATE OF REVIEW
2.0	Head of Comms & Engagement		Head of Customer Services	October 2025	October 2025