



Unacceptable Customer Behaviour

Policy Statement

Introduction

North Herts District Council is committed to putting customers at the heart of service delivery. We believe that all customers have the right to be heard, understood and treated respectfully. We also consider that Council staff have the same right.

Most of the contact that Council staff have with customers is very positive. Very occasionally a customer acts in a way that we consider unacceptable.

We understand that people sometimes get frustrated and we want to hear our customers concerns so that we can put things right. We will not however accept behaviour which is considered threatening or abusive to staff.

We have a clear policy in place which sets out how staff should deal with unacceptable customer behaviour, the policy applies to all Council staff and covers Council buildings as well as meetings held off site.

Our Policy

- All customers will be dealt with in a fair, honest and consistent way.
- Services are accessible to all customers. However we may restrict or change access to services when a customer behaves in an unacceptable way.
- We will make sure that the physical and emotional safety of customers, visitors and Council employees is not at risk from any customer who behaves in an unacceptable way.
- We will alert the Police if it is considered that there is an immediate danger to staff or customers.