



PIPA - Unacceptable Customer Contact Policy

We don't expect our staff to tolerate abusive, offensive, or threatening behaviour that makes it difficult for us to do our jobs. This policy explains how such customer contact will be handled.

Aggressive or abusive contact

PIPA deals with all stakeholders fairly and provides a high-quality service. We understand that people who report issues or complaints to us may be angry about the matters they have raised. However, if this anger is directed at a member of staff, this is not acceptable. This includes the language (verbal or written) used that causes an individual to feel insulted, offended, or threatened.

If a member of staff takes a telephone call from an abusive customer, the member of staff should inform the caller that their language is unacceptable and that they will end the call if it continues. If their language continues to be unacceptable and the telephone call is terminated, a file note must be recorded, and the incident emailed to their line manager.

Zero Tolerance

PIPA does not tolerate any direct threats to members of its team. For this reason, PIPA records all telephone calls. If threats of abusive or violence are made towards any member of PIPA, we will stand by our team and report the incident to the Police.

Unreasonable demands and level of contact

The demands made by a stakeholder become unreasonable when it impacts on the level of work which can be achieved by the team. This level of demand could be:

- Multiple repeat contacts about the same issue
- Demands for responses in unreasonable timescales
- Long telephone calls within a short period of time (e.g.) in a day or over the life-span of their complaint.
- Provision of the same information or information that is not relevant to their complaint.
- Copied into emails

If a member of staff considers that a customer is being unreasonable in their demand or level of contact they must report this to their line manager.

Restricted contact

PIPA will make reasonable adjustments to make sure we help those who need our assistance. However, if an individual is being unreasonable and/or their language is inappropriate, we will inform the individual that this is unacceptable and will not be tolerated. If their demands or behaviours remain unchanged, we will take action to restrict an individual's contact with us.

This restriction could take the following form:

- Contact is limited to a nominated individual at PIPA
- The communication method is restricted e.g. written correspondence only

The decision to restrict contact will usually be made by the PIPA Office Manager. If this decision is made, we will advise the individual of the restriction, how long this restriction will remain in place and why we have made the decision.