

Unacceptable Behaviour 16

Willow Tree Housing Partnership Limited (WTHP) is committed to providing services that effectively and efficiently meet residents' needs. We will listen to resident's experiences and respond to comments and complaints.

Sometimes things do go wrong and when this happens WTHP will work hard to put things right.

While we presume complaints are made in good faith, in some limited cases, residents can make malicious or vexatious complaints.

This leaflet sets out what we consider to be vexatious or malicious complaints and about how we deal with other types of unacceptable behaviour.

Malicious Complaints

WTHP defines a malicious complaint as follows:-

- An investigation has shown that it is knowingly without basis or fact.
- An investigation demonstrates that the a resident has knowingly lied or has purposely withheld relevant information.
- The primary purpose of a complaint is to punish, pressure or disrupt a member of staff.
- A complainant wilfully refuses to accept documented evidence as factual, or denies statements they have made that were witnessed by staff or in writing.

Vexatious Complaints

A vexatious complaint is one that is pursued regardless of its merits solely to harass, annoy or subdue somebody, something that is unreasonable without foundation, frivolous, repetitive, burdensome or unwarranted.

Here are some examples:-

- Insisting on pursuing a complaint that has already been investigated and concluded.
- Seeking to prolong a complaint by changing the substance or continually raising further concerns or questions whilst the complaint is being addressed.
- Failing to clearly identify the substance of a complaint
- Making unreasonable demands as part of a complaint, such as requesting large volumes of information or demanding answers within a short space of time.

How vexatious or malicious complaints are dealt with

Where WTHP believes a complaint to be malicious or vexatious, the complaint will be closed.

There is a right to appeal to a complaints panel if you do not believe that your complaint was malicious or vexatious.

Unacceptable Behaviour

Other forms of behaviour that are deemed unacceptable are:-

- verbal abuse
- aggression and threats
- foul or derogatory language (including sexist, racist, homophobic, transphobic or disablist language)
- electronically recording meetings and conversations without prior knowledge of WTHP staff
- Use of inappropriate contact through social or electronic media

Where a resident displays any of these types of behaviour during a complaint, we will deal with the complaint and the behaviour separately, using any legal remedies available.

Behaviour of residents

In some limited cases, the behaviour of residents or their visitors poses a risk to WTHP staff and contractors. Types of behaviour that might pose a risk are:-

- violence
- a history of violence
- threats of violence
- intimidating behaviour
- foul or abusive language (including sexist, racist, homophobic, transphobic or disablist language)

In the cases above, the behaviour does not have to have been directed at a staff member to present a risk to our staff.

Where there is a genuine risk to our staff or contractors, a marker will be placed on the appropriate records on our IT system to alert staff to the risk. Where this is deemed necessary, we will write to you telling you that the marker has been placed on our system and why this has been done. You will have the right to appeal this decision, but we will always take the view that protecting our staff is a priority.

Where a marker is placed on your file, this will be reviewed regularly to ensure that it is still appropriate.

Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,
Somerset BS26 2TN

Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,
Devon, PL1 3LF

Tel: **01934 750780**

customerservices@willowtreehousing.org.uk

www.willowtreehousing.org.uk