

Aggressive or abusive behaviour

Our colleagues understand the difference between anger and aggression. For example, complainants feel angry about the events that resulted in them contacting us. However, it is not acceptable when anger escalates into aggression towards our colleagues. Aggression is not restricted to acts that may result in physical harm but also includes behaviours or languages that may cause colleagues to feel afraid, threatened, or abused.

Examples of aggressive behaviour include:

- Threats
- Physical violence
- Personal abuse
- Derogatory or discriminatory remarks
- Rudeness
- Inflammatory statements and unsubstantiated allegations

Reports of this type of behaviour will be investigated and managed by our Managing Abusive and Aggressive Behaviour Policy.

Unreasonable demands

Customers 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 regularity or number of approaches they make.

Example of this behaviour include:

- Asking for responses within an unreasonable time-scale
- Insisting on communicating with a particular colleague
- Continual phone calls, emails, or letters.
- Repeatedly changing the substance of the complaint or raising unrelated concerns
- Refusal to co-operate with the complaint investigation process while still requesting their complaint be resolved
- Persistent refusal to accept a decision
- Persistent refusal to accept explanations relating to what Pars Flame Controls can or cannot do
- Continuing to pursue a complaint case without presenting any new information

The way in which these customers approach us may be reasonable, but it is their persistent behaviour in continuing to do so, that is not.

How we manage unreasonable demands will depend on the nature and extent of it. Steps we may take include, separately or in combination:

- Restricting method of contact
- Restricting the frequency of contact
- Restricting access to the complaints process in future

Customers will be informed in writing of any decision to invoke these steps and the customer can appeal the decision by writing again.