



NET Abusive Behaviour Policy

Document History

Version History

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NET Policy for Dealing with Unacceptable Candidate / Customer Behaviour

1 Overview

- 1.1 At NET we believe that our customers, candidates and centres staff have a right to be heard, understood and respected.
- 1.2 We also believe that NET staff and those operating in NET centres have the right to work in a safe environment, free from any abuse or harm caused by others.
- 1.3 We expect all candidates/ customers to treat our staff with courtesy and respect at all times.
- 1.4 The actions of some candidates/customers become unacceptable when they involve abuse of our staff and/or our processes.
- 1.5 We do not view an action as unacceptable, just because a person is forceful or determined. However, we do consider actions that result in unreasonable demands and/or abusive behaviour to be unacceptable. An action is defined as face to face, telephone or email contact.
- 1.6 There are a range of actions we consider to be unacceptable, which can be best grouped as follows:
 - Aggressive or abusive behaviour; and
 - Unreasonable demands and/or unreasonable levels of contact.

2 Aggressive or Abusive Behaviour

- 2.1 We understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression or abuse towards our staff, we consider that unacceptable.
- 2.2 Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness. We also consider inflammatory statements, remarks of a discriminatory nature and unsubstantiated allegations, to be abusive behaviour. Where a candidate / customer is aggressive or abusive, we may decide to:
 - Advise the candidate/ customer that we consider their actions offensive, unnecessary and unhelpful and ask them to stop;
 - End telephone calls / appointments / meetings;
 - Terminate all direct contact with the customer;
 - Notify the police. This will always be the case if physical violence is used or threatened; and



- Take any other action that we consider appropriate to the circumstances. This may involve banning a candidate/customer from undertaking a NET assessment or imposing special conditions to safeguard our staff

3 Unreasonable Demands and / or Unreasonable Levels of Contact

- 3.1 A demand becomes unacceptable when it starts to impact excessively on the work of our staff, or when dealing with the matter takes up an excessive amount of time and in so doing, disadvantages other customers.
- 3.2 Where a candidate/customer is unreasonably demanding, repeatedly contacts us in person, by phone, email etc., contacts various members of staff about the same issue, raises the same issue repeatedly, or sends us large numbers of documents about which the relevance is not clear, we may decide to:
- Limit contact to telephone calls from the person at set times on set days;
 - Restrict contact to a nominated member of staff who will deal with future calls or correspondence;
 - See the person by appointment only;
 - Restrict contact to written correspondence only;
 - Refuse to deal with further correspondence and return any documents;
 - Advise the person that further irrelevant documentation will be destroyed;
 - Take any other action that we consider appropriate to the circumstances.

4 Taking Action

- 4.1 Before we take any action, we will give the candidate/customer the opportunity to modify their behaviour. If the behaviour continues, we will take action as set out in this document.
- 4.2 Candidates/Customers will be told in writing why a decision has been made, what the alternative arrangements will be and the length of time that these restrictions will be in place.
- 4.3 In all cases of abuse or unreasonable demands, a documented account will be maintained and produced as evidence if necessary.