

## Unreasonable Actions Guidelines

We are committed to providing a fair, impartial and professional service in line with our values. We expect our people to treat our members, customers and colleagues with the utmost respect at all times.

We understand that the circumstances surrounding a dispute can be stressful and can have an impact on how you communicate with us. However, we have a duty of care to protect our people's personal safety and wellbeing. We feel it is wholly reasonable for our people to be treated with courtesy and consideration when carrying out their work. Please help us to help you by treating our people with respect and courtesy at all times.

### Unacceptable behaviour

We do not tolerate any abusive, violent or threatening behaviour directed towards our people. Whether it is written or spoken, language that is designed to insult, bully or degrade is unacceptable.

Other examples of unreasonable actions or behaviour include:

- Demands that claim an excessive amount of resources;
- Refusing to accept explanations of what we can or can't investigate;
- Asking intrusive or personal questions that do not relate to the complaint;
- Repeatedly making changes to the substance of the complaint, raising unrelated concerns or submitting irrelevant information at a later stage
- Submitting false documents;
- Continuing to pursue a case with us once it has been closed;
- Refusal to cooperate with our people and engage with our processes;
- Making unjustified complaints about members of our team who are trying to deal with your complaint or query.

### Our actions

In the event of the occurrence of inappropriate actions or behaviour, we may need to limit your contact with us. This decision will be made following careful consideration by a member of our Senior Management Team.

Prior to any limitations being put in place, dependent on the circumstances you will be advised that your conduct was of concern to provide the opportunity for you to respond and correct what was considered inappropriate.

Where we feel it is appropriate, contact will be blocked immediately. Should contact be made after a restriction has been put in place, correspondence will be noted but will not be responded to.