Irwell Valley Homes policy statement:

Our zero-tolerance for unacceptable behaviour

We promise to treat residents with dignity, fairness and respect, even when situations are difficult.

We understand that people may contact us when they are worried, frustrated, upset or dissatisfied with the service they have received. We will listen, take concerns seriously and work with customers to put things right.

In return, we expect our colleagues and anyone working on our behalf to be treated with the same dignity and respect.

We have zero-tolerance for abuse, threats, harassment, intimidation, discrimination or hate directed towards our colleagues or anyone working on our behalf.

This applies whether behaviour takes place face-to-face, in someone's home or neighbourhood, over the telephone, in writing, by email, through messaging services, online or on social media.

It includes, but is not limited to:

- threatening, intimidating or aggressive behaviour;
- verbal abuse, shouting, swearing directed at an individual, or degrading or personally abusive language;
- physical violence, threats of violence or behaviour which causes somebody to fear for their safety;
- racist, sexist, homophobic, transphobic, ableist or other discriminatory language, harassment or hate;
- sexual harassment or unwanted sexual behaviour;
- threatening, abusive, malicious or targeted online or social-media activity directed towards our colleagues;
- publishing or sharing colleagues' personal information, photographs or other material with the intention of intimidating, harassing or causing harm;
- encouraging others to target, intimidate, harass or abuse a colleague;
- persistent personal attacks, malicious allegations or behaviour intended to humiliate, frighten or cause distress.

Customers have every right to tell us when something has gone wrong, question our decisions, make a complaint and hold us to account. We will not restrict access to our services simply because somebody is persistent, unhappy or critical of Irwell Valley Homes.

However, nobody should experience abuse, harassment, discrimination, threats or intimidation just for doing their job.

Our response to unacceptable behaviour

Where unacceptable behaviour occurs, we will take firm, fair and proportionate action to protect our colleagues and others. Depending on the seriousness, frequency and risk involved, this may include:

- asking the person to stop the behaviour;
- ending a telephone call, visit or appointment;
- changing how, when or through whom we communicate;
- placing appropriate arrangements or restrictions around future contact;
- requiring additional safety measures before colleagues attend a home or location;
- taking action available to us under a tenancy or other agreement;
- reporting threatening, criminal or hate-related behaviour to the police or other appropriate agencies; and
- taking legal or enforcement action where appropriate.

Any restrictions will be considered carefully and proportionately, taking account of individual circumstances, vulnerabilities, communication needs and our responsibilities to continue providing essential services.

Where there is an immediate risk to the safety of a colleague or another person, protecting people will come first.

Respect goes both ways

Our values are Inclusive, Honest, Innovative and Caring. They shape the standard of behaviour customers should expect from us and the culture we want across our homes and communities.

As one of our residents, we will treat you with dignity and respect. Please treat our colleagues in the same way.

Thanks for working with us to create communities where everyone feels respected, welcome and valued.