

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY and RESOURCES CABINET BOARD

2nd November 2016

Report of the Head of Corporate Strategy and Democratic Services – Karen Jones

Matter for Decision

Wards Affected: All Wards

Unreasonable/Unacceptable Customer Behaviour Policy

Purpose of the Report

1. To ask Members to consider and approve the unreasonable/unacceptable customer behaviour policy

Executive Summary

2. The amended Corporate Comments, Compliments and Complaints Policy was approved by the Policy and Resources Scrutiny Committee and Cabinet Board on 31 March 2016.

This policy makes reference to unacceptable actions by complainants and how the council will deal with the few customers who are unreasonable or persistent in their behaviour.

The intention of this update to the existing policy is to provide officers of the council with additional information to help them manage any special arrangements that need to be made when customers behave unreasonably.

Background

3. Occasionally there are times when customers make unreasonable demands or behave in an unacceptable manner. The aim of this additional information to the existing policy is to help customers and staff better understand how the Council will manage unreasonably persistent and unreasonable customer behaviour.

This addition to the existing policy aims to ensure that a consistent and fair approach is taken in relation to:

- a) behaviour that might be regarded as inappropriate
- b) how inappropriate behaviour will be addressed
- c) any restrictions the Council will impose in response to a customer's inappropriate actions or behaviour

Financial Impact

4. There are no financial impacts associated with this report.

Equality Impact Assessment

5. There are no equality impacts associated with this report.

Workforce Impacts

6. There are no workforce impacts associated with this report.

Legal Impacts

7. There are no legal impacts associated with this report.

Risk Management

8. There are no risk management issues associated with this report.

Recommendations

9. That Members approve the Unreasonable/Unacceptable Customer Behaviour Policy.

Reasons for Proposed Decision

10. To enable the Authority to undertake its statutory duties and duty of care to employees.

Implementation of Decision

11. The decision is proposed for the 3 day call in period.

Appendices

12. Appendix 1 - Unreasonable/Unacceptable Customer Behaviour Policy

List of Background Papers

13. [Corporate Complaints, Comments and Compliments Policy](#)

Officer Contact

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