

Abusive Customers Policy

Who we are

Enforcement Bailiffs Ltd, a company registered in England & Wales. Registration number 07090537. Registered Office 384 Linthorpe Road, Middlesbrough TS5 6HA.

Enforcement Bailiffs Ltd trades as Quality Bailiffs, Frank G Whitworth, Derby Legal Services, and National Enforcement Group.

Introduction

We will not tolerate abuse of any kind of our staff.

Everyone has the right to go to work free from abuse. The company policy therefore is that any form of abuse physical or verbal will not be tolerated in the workplace.

Policy Statement

This policy shows how this business exercises its duty to care to keep its staff safe from the abusive behaviour and risks of being harmed by service users and “third parties” in the course of their work.

“Third parties” include relatives and friends of service users, visiting professionals, suppliers, tradespeople and contractors. There are separate policies and procedures for addressing abuse to and from colleagues in the workplace, which is usually treated as misconduct and addressed through this business disciplinary procedures.

This business default position is we have a zero tolerance to this behaviour from anyone no matter who they are.

Our staff should always be treated courteously and with respect for the work they are doing. They should not be subject to abusive behaviour in any form, which includes:

- rude, disrespectful and offensive behaviour, including derogatory remarks and disruptive acts amounting to verbal and emotional abuse
- sexually inappropriate comments and behaviour
- racist and discriminatory abuse
- repeated or harassing telephone calls
- threats of physical violence
- aggressive and violent behaviour

This business considers that staff should be safe at work and should not be exposed to undue or unreasonable risk. It believes that staff must work safely, free from the threat of injury or distress from the abusive behaviour of others. It will not tolerate abuse in any shape or form and will investigate all reported or observed incidents of staff being subject to disrespectful behaviour or abuse.

Physical attacks on staff at work are, fortunately, very rare and the service does all it can to minimise this risk to ensure that staff are as safe as possible. Verbal abuse is more common and can cause considerable emotional distress. The service recognises that its staff could be subject to some form of abuse at any time and recognises its duty to ensure that staff are properly trained and supported to deal with any incident.

Anyone who becomes abusive to our staff members will become subject to the following procedures:

1. If you have physically abused a member of our staff whilst performing their duties, you will not be allowed to enter our workplace. Your actions may be reported to the Police. Any further communications will be required to be in writing via the post or by email.
2. Any form of verbal abuse in person or abuse over the telephone will also not be tolerated. If a member of our staff is subjected to foul or abusive language, derogatory comments and extreme rudeness then the call will be terminated as soon as possible.
Your telephone number will be blocked where possible, and any calls will not be answered. If you call using an alternative telephone number, the call will be terminated as soon as it is identified.
All future correspondence will then have to be in writing via the post or via email. If the abuse continues then this may be reported to the necessary authorities and used as evidence against you if required.