

VILLAGE OF BEISEKER



D-39

Title	PERSONNEL	POLICY NO: M-3
Legislation Reference		
Purpose – CUSTOMER ABUSE POLICY To guide staff of the Village of Beiseker on how to deal with unacceptable customer behavior		

1.0 POLICY STATEMENT AND GUIDELINES

- 1.1 At the Village of Beiseker, we believe that our customers, whether ratepayers, vendors, partners, or the general public have a right to be heard, understood and respected. For the purpose of this policy, we will refer to these people as 'customers'.
- 1.2 We also believe that our staff, contractors and Councillors have the right to work in a safe environment, free from any harm or abuse caused by others.
- 1.3 In a small number of cases, the actions of some customers become unacceptable because they involve abuse of our staff and Councillors and/or our processes.
- 1.4 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 behavior to be unacceptable.
- 1.5 There are a range of actions we consider to be unacceptable, but are best grouped as follows:
 - * Aggressive or abusive behavior; and
 - * Unreasonable demands and/or unreasonable levels of contact

2.0 UNACCEPTABLE BEHAVIOR

- 2.1 People can become angry when 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, contractors or Councillors, it is considered unacceptable. It is the decision of the person to whom that aggression or abuse is directed to determine if it is unacceptable.

- 2.2. Aggressive or abusive behavior includes language (whether verbal or written) that may cause staff, contractors or Councillors to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.

Inflammatory statements, remarks of a discriminatory nature and unsubstantiated allegations are considered to be abusive behavior.

When a customer is aggressive or abusive, the person to whom the behavior is being directed may decide to:

- * Advise the customer that their actions are considered 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; or
- * Take any other action that would be considered appropriate to the circumstances.

- 2.3 If the person to whom the behavior is being directed is unsure of the action to take, they are to consult with the CAO, or their immediate supervisor for advice and direction.

3.0 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, contractors or Councillors, or when dealing with the matter takes up an excessive amount of time and in so doing, disadvantages other customers or the workload of the person to whom the demand is directed.

- 3.2 Where a customer is unreasonably demanding, repeatedly contacts our staff, contractor or Councillor in person, by phone, email, etc., contacts various individuals about the same Issue, raises the same issue repeatedly, or sends large numbers of documents about which Relevance is not clear, or has already been resolved to the satisfaction of the Village, the person to whom the contact is being made may decide to:

- * Limit contact to telephone calls from the customer at set times on set days;
- * Advise the customer that further communication will take place in writing only (by email, regular mail, or hand delivery (for example));
- * Restrict contact to a nominated member of staff who will deal with future calls or correspondence;
- * See the person by appointment only;
- * Refuse to deal with further correspondence and return any documents;
- * Advise the customer that further irrelevant documentation may be destroyed; and
- * Take any other action that is considered appropriate.

4.0 TAKING ACTION

- 4.1 Before any action is taken, the customer will be given the opportunity to modify their behavior. If the behavior continues, action will be taken as set out in this policy.
- 4.2 Customers will be told in writing (when possible) why a decision has been made, what The alternative arrangements will be and the length of time that these restrictions will be in place.

	DATE	RESOLUTION NUMBER
Approved	March 09 / 20	2020-078
Amended		
Amended		
Amended		
Rescinded		


 Chief Administrative Officer


 Chief Elected Official