



Unreasonable Behaviour Policy

SFM, R&R and our agents aim to communicate with leaseholders helpfully and courteously.

Most people we deal with, as we deliver our services take a similar approach.

On rare occasions however, our team can be exposed to abusive language or behaviour. We have a policy of zero tolerance towards this.

Our team are entitled to work in a respectful environment as we try to help leaseholders and others who contact us.

Where a member of our team is subjected to rude, aggressive or insulting comments, we may take the following sanctions:

- Call recording
- Call termination
- A note of the incident will be made and kept on file for review.
- Terminating contact - in exception circumstances, we may refuse to have further contact with the individual responsible and we may block specific telephone number or e mail accounts
- Limiting contact - if a person is unreasonably persistent though multiple telephone calls, e mails or letters, we will attempt to agree with the individual a more reasonable contact pattern, or will impose contact limitations. This may include banning from visiting the onsite office if needed.
- Informing the authorities - threats against team members or company property will be reported immediately to the police

Such actions will always be applied proportionately and sanctioned by a Director.

We recognise that people always have the right to complain and to make their point forthrightly.

We always work to find an equitable solution for all parties.

Most of us recognise however, the line between a robust conversation and outright abuse.