

How we handle unacceptable behaviour

We understand that your situation may be stressful, and you might get frustrated - but our team have the right to carry out their job without being treated badly.

We will not accept any of the following behaviours whilst working with you:

- Abusive language
- Swearing
- Harassment or inappropriate physical contact
- Intimidating behaviour
- Inappropriate cultural, gender identity, disabled, racial or religious references
- Personal remarks or derogatory comments
- Threats of physical violence
- Actual physical violence

The above includes both face to face working, telephone appointments and written communication.

We will also tell you if we feel you are taking up an unfair amount of time as this could stop us from working with others that need our help. For example:

- Demanding things in a short amount of time
- Repeatedly asking for a new keyworker
- Keep raising the same issue when we have already worked with you on, or we that we have explained we are unable to work on any further
- Ask for sensitive or confidential information we are not allowed to share
- Make lots of complaints without giving us the chance to resolve them
- Make an unreasonable number of data protection rights requests

What we will do if your behaviour is unacceptable.

We will discuss the unacceptable behaviour with you and give you a chance to change your behaviour, but if you continue, we might:

- End the conversation
- Stop helping you face to face and only help you by phone, letter or email
- Limit how much time we spend on the phone with you

In very serious situations we might:

- Stop helping you completely
- Call the police

If we decide to stop helping you:

We will give you a chance to change your behaviour before we stop working with you - unless your behaviour threatens the safety of our keyworkers or other people.

If we decide to stop helping you, it means you can no longer access The Prevention Alliance. We may no longer respond to any contact from you.

We will always try to tell you why we have stopped working with you.