

# How we handle unacceptable behaviour

We understand your situation could be stressful and you might be frustrated - but our staff have the right to do their jobs without being treated badly.

## Check what behaviour is unacceptable

We won't accept aggressive behaviour while helping you, for example:

- swearing
- abusive language
- discrimination like racism, sexism or homophobia
- being violent or threatening violence

We'll also tell you if you're taking up an unfair amount of time as this could stop us helping other people. For example, if you:

- keep demanding things in a short amount of time
- ask to speak to a specific member of staff when it's not possible, or contact lots of staff to try and get a different outcome
- keep changing issues or raising unrelated ones
- demand help for something outside our advice areas
- keep raising the same issue when we've already helped you or we can't help more
- ask for sensitive or confidential information we aren't allowed to share
- make lots of complaints without giving us the chance to resolve them, or make an unreasonable number of data protection rights requests

## What we'll do if your behaviour is unacceptable

We'll give you a chance to change your behaviour, but if you continue we might:

- end the conversation

- limit how much time we spend on the phone with you
- stop helping you face to face and only help you by phone and email
- not reply to all your communications
- send letters and documents back to you
- only help you with certain issues

In very serious situations we might:

- stop helping you completely
- call the police

## **If we decide to stop helping you**

If we decide to stop helping you it means you can't access Citizens Advice services - so we might not respond to any contact from you.

We'll give you a chance to change your behaviour before we stop helping you - unless your behaviour threatens the safety of our staff or other people.

We'll always try to tell you why we've stopped helping you.

## **If you think our decision is unfair**

If your local Citizens Advice decides to stop helping you, you can appeal to the chair of your local Citizens Advice by email to [admin@ddcab.org.uk](mailto:admin@ddcab.org.uk) or writing to Chair of Trustees, Citizens Advice Derbyshire Districts, Town Hall, Bank Road, Matlock, DE4 3NN.

If the national organisation decides to stop helping you, you can [appeal to the Citizens Advice Client Services team](#).