

**SUBJECT: UNACCEPTABLE CUSTOMER ACTIONS POLICY**

**DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK**

**REPORT AUTHOR: JOANNE CROOKES, CUSTOMER SERVICES MANAGER**

## **1. Purpose of Report**

- 1.1 To seek approval of the new Unacceptable Customer Actions Policy (Appendix 1)

## **2. Background**

- 2.1 The Council now has a statutory duty to handle customer complaints in line with the Housing Ombudsman Service (HOS) Complaint Handling Code. (The Code)
- 2.2 Section 5.14 of The Code self- assessment states that –
- Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review.
- 2.3 Whilst we had existing procedures for reporting incidents and handling reports of unacceptable behaviour it was not a formal policy document and therefore, we needed to develop and agree one.
- 2.4 The new policy has been developed with the assistance of Lincoln Tenant's Panel who were keen to help ensure that while protecting staff the policy was also proportionate in terms of the action taken.
- 2.5 The policy was reviewed at Housing Scrutiny Sub Committee on 31 October 2024 and it was supported that the policy goes to Executive on 18 November for approval. It was also discussed that the report and policy should be presented to Policy Scrutiny Committee on 19 November for further review and consideration.

## **3. Organisational Impacts**

### **Strategic Priority**

High Performing Services

### **Finance**

There are no direct financial implications arising from this report.

### **Legal**

There are no direct legal implications arising from this report.

## **Equality and Diversity**

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities.

To ensure that we deliver our Equality Duty we accept complaints from customers via all communication channels. Customers can complain in person, verbally, in writing or via our online complaints template. Customers who need assistance to log a complaint can get help from Customer Services to ensure that they are heard. All complaints received are dealt with equally regardless of how they are made.

## **Community Engagement and Communications.**

We welcome feedback from customers and clearly promote the Complaints procedure on our website and in our public buildings.

### **4. Recommendations**

- 4.1 Members to consider and approve the new Unacceptable Customer Actions Policy
- 4.2 Members to note the assistance given by the Lincoln Tenant's Panel in developing this policy.
- 4.3 That authority be delegated to the City Solicitor in conjunction with the Portfolio Holder for Customer Experience, Review and Resources, to consider and approve any suggested amends recommended by the Policy Scrutiny Committee on 19 November 2024. If any of the recommendations are major changes they will be referred back to the Executive for approval.

**Is this a key decision?**

No

**Do the exempt information categories apply?**

No

**Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?**

No

**How many appendices does the report contain?**

Three

**List of Background Papers:**

None

**Lead Officer:**

Joanne Crookes  
Customer Services Manager  
[Jo.crookes@lincoln.gov.uk](mailto:Jo.crookes@lincoln.gov.uk)