



Unreasonable Behaviour Guide

A guide to how we deal with instances
of unreasonable behaviour

doing it the
right way



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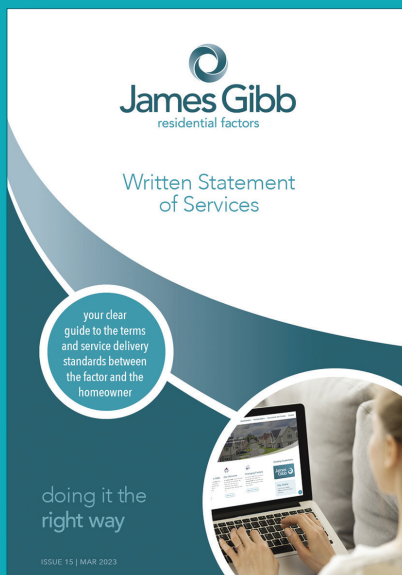
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the right way

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www.jamesgibb.co.uk

At James Gibb residential factors, we strive to offer an exemplary level of service at all times.

This guide, and others produced, should help answer any queries you may have.

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James Gibb residential factors is a trading name of James Gibb Property Management Ltd, registered as a limited company in Scotland (No. SC 299465). VAT Reg No. 268 6033 43.

Registered office: Bellahouston Business Centre, 423 Paisley Road West, Glasgow, G51 1PZ.

Registered Factor No.PF000103

At James Gibb residential factors we are committed to providing a quality service to all our customers. Most customer feedback is very positive however we recognise that occasionally this isn't the case or sometimes we just don't respond to an issue in a way that a customer may want, particularly if it means using a disproportionate amount of time and resource.

We also understand that, in times of difficulty or distress people may act out of character and in a very small number of cases, may behave in an unreasonable way despite our best efforts to help.

This can make it difficult for us to deal with queries or complaints effectively. We do also have a duty of care to our employees who should not be faced with abuse, harassment or discrimination whilst at work.

Purpose & Aims

Our employees are the foundation of our business, and are focused on delivering customer service excellence, whether that be through face to face interaction, written or verbal correspondence. We expect that all communications with customers be met and responded to in a fair and reasonable way. Where this does not happen this guide provides a clear framework to manage unreasonable customer behaviour. It sets out clearly what we consider to be unacceptable and the steps we may take to deal with such behaviour.



What is defined as unreasonable behaviour or unreasonable demands

We understand that individuals, may on occasion feel frustrated about certain issues for a variety of reasons. Acting in a way that is unreasonable, regardless of the level of someone's stress, frustration or anger is unacceptable.

Unreasonable behaviour and demands covers a wide spectrum and may include the following examples:

- **Being unreasonably persistent** - for example, ringing frequently to raise points already addressed; sending voluminous repetitive or irrelevant emails or letters; refusal to accept explanations; any of these types of incidents over a period of time or numerous incidents that can be time consuming to manage and interfere with other day to day activities are considered unacceptable.
- **Rudeness** - swearing (generally or directed at a member of staff), persistent interruption, name calling or general discourtesy.
- **Inflammatory remarks** - including inappropriate banter, innuendo or malicious allegations.
- **Anger** - in volume or tone of voice, such as shouting.
- **Aggressive behaviour** - any form of physical harm or violence or threats of physical harm or violence which causes our employees to feel afraid, threatened or abused, this includes threatening emails, telephone calls, meetings and comments on social media or elsewhere.
- **Derogatory or disparaging comments** - especially on the grounds of an individual's disability, perceived gender, religion, belief or any other personal characteristic.

We accept that someone who is persistent is not necessarily guilty of unreasonable behaviour and what is deemed an unreasonable demand will depend on the circumstances of each case.



Our response to unreasonable behaviour

Any action taken must be proportionate to the nature and frequency of the behaviour, taking into account the circumstances of the customer and including the possibility that their behaviour may be linked to a disability.

Where a customer's behaviour is considered to be unreasonable, they will be informed of this at the time or as soon as practicably possible and an explanation given, with clear examples and explanation of how the behaviour needs to be modified.

We do not expect our employees to tolerate unreasonable behaviour when communicating with our customers. If the unreasonable behaviour continues, action may be taken to restrict contact as follows:

- Place callers on hold.
- End the call.
- Not reply to an abusive email or letter, we will only review these communications to ensure no new issues have been raised.

Additional actions we may take includes the following:

- Limiting contact with a customer to a specified format, (e.g. in writing or by email only) to specific times and/or to named employees.
- Ceasing to reply to any contact which is the same, similar or related to previous contact that we have already responded to and that we have reasonably and fairly resolved/concluded.
- Limit communication via a third party only.
- Asking telephone and IT providers to block communications.
- Terminating all contact.
- Any other action that we consider appropriate, for example contacting the police if physical violence is used or threatened.

Decisions to restrict contact are only taken after careful consideration and by a Senior Manager. In deciding this we will consider the impact on an individual's rights which will be balanced against our duty to protect our employees and the organisation.

James Gibb will make all reasonable efforts to communicate with the customer to resolve any outstanding issues and wherever possible we will give the customer the opportunity to change their behaviour.

We will make all reasonable efforts to explain that this guide is to be applied to future contact with us, why it is being applied and how it will be applied and, if appropriate, for how long any restrictions will be in place.



Limitations

Restricting contact does not remove our obligations under other legislation e.g. General Data Protection Regulations 2018. Any Subject Access Requests (SAR's) will be considered under the normal terms of the legislation unless an exemption applies.

Complaints

We are committed to reviewing decisions made under this guide to ensure that at all times we act fairly, reasonably and consistently. Any complaints about actions relating to this guide can be made using our Customer Complaints Guide available on our website <https://jamesgibb.co.uk/latest/posts/customer-complaints-guide/>.

The final stage of complaints about our services in Scotland is **The Housing and Property Chamber First-tier Tribunal for Scotland**, who will deal a complaint after it has exhausted our formal complaints procedure.

Head Office

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