

Protecting our staff from bad behaviour



easy
read

Introduction



The **Equality and Human Rights Commission** works to make sure everyone is treated fairly and gets their rights.



Equality means treating everyone in the same fair way.



Human rights are the things that every person should have or be able to do, by law.



Our staff are expected to be polite, respectful and fair to other people.

We think our staff should be treated the same way, and shouldn't have to deal with bad behaviour.



This information says:

- which types of behaviour we think are bad
- what we do to protect our staff from bad behaviour.

Types of bad behaviour



When you act in a way you shouldn't

Sometimes you might act differently if you are upset or annoyed.



If that means you treat our staff badly, then we won't accept it.



This includes:

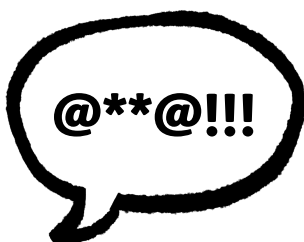
- doing harm to our staff, or saying you are going to do them harm



- acting in a way that upsets or scares our staff



- saying or writing anything that upsets or scares our staff



- using insults or hurtful words



- holding a grudge against a member of staff



- saying a member of staff has done something wrong when there is no proof.



Asking us to do something that can't easily be done

If you ask us to do something that can't easily be done, it could take up too much time and stop us helping someone else.



This might include:

- saying you want an answer faster than we can give one



- saying you want to see a manager or certain member of staff when that is not possible



- changing what your complaint is about all the time



- bringing up new problems or things that have nothing to do with the original problem.

Getting in contact too much or taking up too much time



It can cause our staff problems if you:

- contact us too many times
- take up a lot of time when you contact us.



We may struggle to:

- deal with your complaint
- have enough time to help other people.



It is a problem if you:

- call us a lot of times in one day
- send us lots of emails about the same thing
- send us emails with lots of information about a problem that has ended





- send us new complaints before we have answered earlier complaints



- keep asking us to look at a problem we have already looked at



- keep making very long phone calls to us.

What we do about bad behaviour

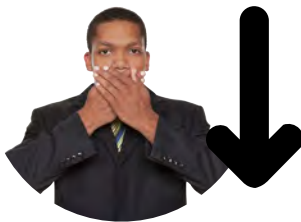


If we feel you are behaving badly we may:

- talk to you less about your problem



- stop talking to you altogether about your problem



- talk to you less about everything



- say that you have to talk to us through someone else in future



- stop talking to you altogether for a period of time



- report you to the police



- block your calls or return your letters.



We will let you know what we are doing and why.



We might change our decision if you promise to behave well in the future, and:

- some time has passed



- there is something better we can do



- we find out there was a very good reason for the bad behaviour.

For more information



You can [visit our website](#).



If you have any questions or comments please email: **correspondence@equalityhumanrights.com**



You can [sign up to our e-newsletter](#).



For advice or information about equality and human rights, you can contact the Equality Advisory and Support Service:

Telephone: **0808 800 0082**



Textphone: **0808 800 0084**

Hours: 9am to 7pm Monday to Friday, 10am to 2pm Saturday



Post: **FREEPOST EASS HELPLINE FPN6521**