

24 May 2018

Customer Services

Unacceptable Actions by Customers Procedure

1.0 INTRODUCTION

1.1 This report is to advise the Committee of the outcome of a review of the unacceptable actions by customers procedure.

2.0 RECOMMENDATIONS

2.1 The Committee notes the procedure.

2.2 The Committee notes that the procedure document will be put onto both the HUB and the Council's website along with links to the 'dignity at work', 'bullying and harassment' and 'social media' policies and procedures.

3.0 DETAIL

3.1 On 22 January 2018 the SMT considered a report on the review of the Council's unacceptable actions by customers procedure and approved the content but requested that we should engage with the Trade Unions on the final terms of the procedure.

3.2 The procedure was considered at the EJCC meeting on 16 February 2018 and has been amended to take account of relevant proposed amendments from the EJCC and is attached at appendix 1.

3.3 The amended procedure was approved by the SMT on 3 April 2018.

4.0 CONCLUSION

4.1 A review of the procedure has been undertaken and Committee is asked to note the updated content.

5.0 IMPLICATIONS

5.1 Policy - None

5.2 Financial - None

5.3 Legal - None

5.4 HR - Supports staff in dealing with unacceptable actions
5.5 Equalities - None
5.6 Risk - None
5.7 Customer Service None

Douglas Hendry
Executive Director Customer Services

15 May 2018

Councillor Rory Colville
Policy Lead

For further information contact: Iain Jackson, Governance and Risk Manager
01546 604188

APPENDICES

Appendix 1 – Unacceptable actions by customers procedure