

# Unacceptable Actions

## Policy Statement

**We want to deliver responsive, respectful and professional services to everyone who contacts us. We cannot do this if you act in an unacceptable or unreasonable way.**

### What actions are unacceptable?

We consider the following behaviours unacceptable:

- aggressive, offensive or threatening actions
- unreasonable demands
- unreasonable levels of contact.

Each of these behaviours is described in further detail in the following paragraphs. It is important for you to know that we **do not** view an action as unreasonable just because you have strong opinions or are determined to make your point.

### Aggressive, offensive and threatening actions

We understand that you may be angry and frustrated when you feel strongly about something and you are not getting the response you would like. However, if your anger and frustration turns to aggression, it is unacceptable.

Examples of unacceptable actions are:

- being deliberately rude
- making verbal or physical threats
- making false accusations
- making insulting or discriminatory remarks.

### Unreasonable demands

We consider a demand to be unreasonable if it takes up so much staff time that it becomes impossible to deal with other people.

For example:

- asking the same question time and time again when a response has already been given
- repeatedly demanding responses in an unreasonable timeframe
- repeatedly demanding responses from several staff members on the same subject
- repeatedly asking us to do something that we've told you we are not able to do.

### **Unreasonable levels of contact**

We consider a level of contact to be unacceptable if it stops us from dealing with other people who are entitled to a service from us.

Examples of unreasonable levels of contact include:

- repeatedly make long telephone calls to us
- calling us or sending us repeat emails about the same issue
- repeatedly sending us copies of information that has already been received and acknowledged by us.

## **What do we do about unacceptable actions?**

### **Aggressive, offensive and threatening actions**

- If we consider that you are being aggressive or offensive on the phone, we will tell you that your behaviour is unacceptable. If it continues, we will bring the call to an end.
- If you send written correspondence by email, fax or letter that is threatening or offensive, we will ask you to remove the offending parts and resend it. Otherwise, we will not respond to it.
- If you verbally threaten or harass us, we may end all contact with you.

- If you threaten physical violence, we will report this to the police.

### **Unreasonable demands**

- If you have already been given a clear answer to a question, but you continue to demand another response from us, we may refuse to respond to any further enquiries.

### **Unreasonable levels of contact**

- We may limit telephone calls to set times on set days.
- We may restrict your contact with us to one member of staff.
- We may restrict your contact with us to written correspondence only.
- In extreme situations, we will only communicate with you through a third party.

### **How do we decide what to do?**

Any member of staff who experiences unacceptable actions can deal with the situation immediately as they see fit, in keeping with this policy.

We will only decide to restrict your access after careful consideration. The decision will be made by the Chief Executive only. If it's possible, you will be given a chance to change your behaviour before this happens.

### **How will you know that your access is being restricted?**

We'll tell you. If we are going to restrict your access, we will write to you explaining why your access is being restricted, and how long the restriction will be in place.



**CARANUA**

support for survivors of institutional abuse

### **How to contact us**

- PO Box 12477 Dublin 1, Ireland
- Email: [apply@caranua.ie](mailto:apply@caranua.ie)
- Fax: +353 1 874 5709
- Freephone 1800 212477 (from Ireland)  
Freephone 0808 234 1303 (from UK)

*Charges may apply from some mobile networks*

Please note that we are unable to provide a freephone outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.

**From anywhere: +353 1 874 2277**

### **For more information**

See our website [www.caranua.ie](http://www.caranua.ie)