Unreasonable Behaviour Policy

Effective from: December 2025

1. Purpose of this Policy

This policy sets out how Robsons will manage situations where a customer's behaviour becomes unreasonable, persistent or abusive during the course of raising an enquiry or complaint. It aligns with principles set by The Property Ombudsman (TPO). Our aim is always to resolve concerns fairly, transparently and respectfully, while protecting our staff and customers.

2. Definitions of Unreasonable Behaviour

2.1 Unreasonable Demands

- Insisting on responses within unrealistic timescales
- Demanding outcomes unsupported by evidence
- Repeatedly requesting information already provided
- Escalating a complaint prematurely

2.2 Persistent or Frivolous Complaints

- Repeatedly raising issues already addressed
- Creating multiple complaint routes for the same issue
- Submitting complaints outside the TPO's 12-month limit after being informed

2.3 Unreasonable Communication

- Excessive volume of emails, calls or messages
- Repeated contact after being asked to await an update
- Using multiple channels simultaneously to demand faster responses

2.4 Abusive, Aggressive or Offensive Behaviour

- Threats, intimidation or implied violence

• Swearing or derogatory remarks

• Shouting or aggressive tone

• Personal attacks on staff members

3. Our Approach to Managing Unreasonable Behaviour

3.1 Step 1 – Early Intervention

We will explain why behaviour is problematic, set expectations, and request modification.

3.2 Step 2 – Setting Communication Boundaries

Restrictions may include:

• Limiting contact to one channel (e.g. email)

• A single point of contact

• Set response schedules

• Written communication only

3.3 Step 3 – Formal Restrictions

If behaviour continues, we may:

• Decline to respond to repeated issues

• End abusive calls

• Block abusive email addresses while providing an alternative channel

3.4 Step 4 – Ceasing Engagement

We may discontinue responses where behaviour is persistently abusive, the matter is outside the TPO 12-month limit, or continued engagement is disproportionate. Customers will be notified in writing and signposted to TPO.

4. Staff Protection

Threats, harassment, discriminatory language or in-person aggression may result in immediate restrictions or legal action.

5. Customer Rights

Even if restrictions are applied:

• Valid complaints will still be considered

- Customers retain the right to contact TPO
- All restrictions will be confirmed in writing

6. Monitoring and Review

All incidents will be documented. Restrictions will be reviewed periodically. This policy will be reviewed when necessary or following updates from TPO.

Last reviewed: December 2025