Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	MHA Board
PREPARED BY:	Craig Boyle (Director of Housing & Community Initiatives)
SUBJECT:	Unacceptable Actions Policy
DATE OF MEETING:	8 September 2026
APPROVED BY:	Paul Martin (CEO)
VERSION NUMBER:	1
DATE OF LATEST VERSION:	8 September 2026

UNACCEPTABLE ACTIONS POLICY

HAPPY TO TRANSLATE

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

CB/SEPTEMBER 2026/P94

UNACCEPTABLE ACTIONS POLICY

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1 Introduction

1.1 We believe our customers have the right to be heard, understood and respected. Occasionally, the behaviour and actions of some individuals using our services makes it very difficult for us to work effectively with them and in some cases the actions become unacceptable because our staff, board members, services or processes are abused or misused. When this happens, we will act to protect other customers, our staff and board members, as well as mitigate any negative impact on our ability to do our work and provide a service to others.

1.2 We have a zero-tolerance policy toward physical and verbal abuse and threatening or intimidating behaviour towards our staff or board members; this includes in written correspondence, emails, graffiti etc.

1.3 We have put in place a range of measures to protect staff and board members, and to ensure that appropriate action is taken to prevent and respond to any unacceptable action against our staff or board members, that may have a negative effect on their physical health or mental wellbeing.

1.4 This policy explains how we will approach these situations and aims to support our staff to manage this kind of behaviour.

2 Aims of the Unacceptable Actions Policy

2.1 Milnbank Housing Association (MHA) aims to deal fairly, honestly and appropriately with all - customers, and people acting on behalf of customers. Whilst customers have the right to be heard, we also believe that staff have the right to receive protection against unacceptable actions or behaviours.

2.2 The aim of this Policy is to provide clarification on what MHA deems to be unacceptable behaviour and the options it will consider and action it may take when addressing incidents of such behaviour.

3 Defining Unacceptable Actions

3.1 We recognise that people may act out of character at times of trouble or distress. We also recognise that issues of health and disability may affect someone's behaviour. However, we do consider actions that result in unreasonable demands on our staff or unreasonable behaviours towards staff to be unacceptable.

3.2 This policy applies to all people who engage and communicate with MHA i.e. tenants, residents, household members, owner-occupiers, housing applicants, as well as people and parties who ack on behalf of customers, whether they ack formally or informally on someone's behalf.

3.3 Actions that are considered unacceptable are categorised below:

- Aggressive, violent, intimidating or abusive behaviour (verbal, written or physical)
- Unreasonable demands

- Unreasonable persistence
- Vexatiousness behaviour
- Sexual harassment

3.3.1 Aggressive, violent, intimidating or abusive behaviours includes:

- Aggression that may result in physical harm; and
- Behaviour or language (verbal or written) that may cause staff to feel upset, afraid, threatened or abused (including protected characteristics)
- Derogatory or insulting remarks
- Persistent shouting
- Persistent swearing/foul language
- Rude gestures
- Unsubstantiated allegations

3.3.2 Unreasonable demands:

Customers may make what we consider unreasonable demands on staff and/or our services through the amount of information they seek, the nature and scale of service they expect or the number of approaches they make. What amounts to unreasonable demands will always depend on the circumstances surrounding the behaviour and the seriousness of the issues raised by the customer.

Examples of actions grouped under this heading include:

- Demanding responses within an unreasonable timescale
- Insisting on meeting with or speaking only to a particular member of staff or refusing to speak to a particular member of staff (this includes unnecessary escalation of a matter to a senior member of staff)
- Making persistent phone calls or persistently contacting us by other means (i.e. email)
- Repeatedly changing the substance of a complaint or raising unrelated issues

We may consider demands as unacceptable and unreasonable if they start to impact substantially on the work of staff, for example by taking up an excessive amount of staff time to the disadvantage of other customers or functions.

3.3.3 Unreasonable Persistence:

We recognise that some customers will not or cannot accept that MHA is unable to assist them further or provide a level of service other than that provided already. Customers may persist in disagreeing with the action or decision taken in relation to a decision or a complaint or they may contact the office persistently about the same issue.

Examples of actions grouped under this heading include:

- Persistent refusal to accept a decision made in relation to a complaint
- Refusal to accept explanations relating to what can and what cannot be done
- Continuing to pursue a complaint without presenting any new information.

- Unwillingness to accept the terms of a tenancy agreement where these terms are clear and unambiguous
- Refusing to accept a decision; and repeatedly arguing points with no new evidence
- Persistently seeking an outcome which we have already explained is unrealistic for policy, legal or other valid reasons

We consider the actions of persistent customers to be unacceptable when they take up what MHA regards as being a disproportionate amount of time and resources.

3.3.4 Vexatious Behaviour:

We consider vexatious behaviour to be when customers complain to cause unnecessary aggravation, frustration or inconvenience rather than to resolve a genuine issue.

Examples of this type of behaviour include:

- Where the requester states the request is designed to cause significant inconvenience, disruption or annoyance
- Requests for information the customer has already seen or demonstrates a clear intention to reopen issues that have already been considered
- Refusing to specify the details of a complaint, despite offers of assistance
- Changing the basis of a complaint/request as the matter proceeds
- Denying or changing statements made at an earlier stage
- Making unjustified complaints about staff who are trying to deal with an issue and/or requesting to have them replaced
- Recording meetings, conversations or staff inspections covertly or overtly without explicit consent
- Make knowingly false statements about discussions with staff or contractors

3.3.5 Sexual Harassment:

Sexual harassment includes a wide range of behaviours including but not limited to:

- Making sexual remarks about a staff member’s body, clothing or appearance
- Suggestive looks, staring, or leering.
- Propositions and sexual advances
- Sexual gestures
- Emailing, texting or messaging sexual content.
- Unwelcome touching, hugging, massaging or kissing
- Sexual comments or offensive jokes
- Making sexual comments or jokes about someone's sexual orientation or gender reassignment
- Displaying or sharing sexually graphic images, or other sexual content

3.3.6 We recognise that the above lists and examples are not exhaustive and that there will be other forms of behaviour that we deem unacceptable and which

would apply to this policy.

4. Managing Unacceptable Actions

4.1 It is not anticipated that there will be many cases actioned with regards to this Policy as such behaviour detailed above is a very rare occurrence for the Association.

4.2 We aim to ensure that any further action we take is the minimum required to solve the problem, taking into account relevant personal circumstances and including the seriousness of the issue and the needs of the individual.

4.3 Wherever possible we will give a person the opportunity to modify their behaviour or actions before any decisions are taken. In the first instance, unless involving physical violence or a very serious matter, we will always write to a resident and ask them to amend their behaviour.

4.4 Where action is required, the following - may be implemented:

- The threat of physical violence, verbal abuse or harassment towards staff is likely to result in a termination of direct contact with the person. We may report incidents to the Police, and this will always be the case where physical violence is used or threatened.

- Postings on social media platforms such as Facebook, Twitter, Instagram etc that fall within the definitions of this policy will be removed and/or reported.

- Staff will end telephone calls if they consider the caller to be overly aggressive, abusive or offensive. MHA staff have the right to make this decision, to tell the caller that their behaviour is unacceptable, and if they fail to modify it, the call be ended if the behaviour persists.

- Correspondence that contains statements that are abusive to staff or contains allegations that lack substantive evidence may not be responded to. Where we can, we will respond to such correspondence explaining that we consider the language used to be offensive, unnecessary and unhelpful and insist the sender stops using such language.

- In some situations we will advise the person in writing that their name is on a 'no personal contact list'. This means that we will limit contact with them to via a third party.

4.5 Where a person repeatedly phones, visits the office, raises repeated issues/refuses to accept a final decision, or sends large numbers of documents and the relevance isn't clear we may decide to:

- Limit contact to telephone calls from the resident at set times on set days

- Restrict contact to a nominated member of MHA staff who will deal with future calls or correspondence from the resident.

- See resident by appointment only

- Restrict contact from the resident to writing only

- No longer respond to a matter that we have made a final decision on, or where we have made our position clear.
- Return any documents to the resident, or in extreme cases, advise the resident that further irrelevant documents will be destroyed

- Take any other action that we consider appropriate.

4.6 Where unacceptable behaviour constitutes a breach of tenancy, i.e. Anti-social Behaviour, the Association may take appropriate tenancy action, for instance, issue a tenancy warning, take legal action etc.

4.7 Tenants should be aware that the tenancy agreement represents a legal contract, and in line with the tenancy agreement tenants are responsible for the actions of their household members, visitors and people who act on their behalf. Therefore, should a person connected to the tenant act in an Anti-Social manner action may be taken against the tenant.

4.8 MHA will always tell the tenant/customer/person what action we are taking and why we are taking this action.

5. Roles and Responsibilities

5.1 Any staff member who believes they have experienced unacceptable behaviour must take responsibility for raising a concern with their Line Manager who will investigate and agree any action required.

5.2 Before the Unacceptable Actions Policy is implemented, full details of the case must be presented and approved by the Leadership Team.

6. Appeals Process

6.1 It is important that a decision can be reconsidered. A resident can appeal a decision to restrict contact. If they do this, MHA will only consider information that relates to the restriction/action taken.

6.2 Appeals can be submitted within 10 workings days of receipt of the decision and will be considered by a senior member of staff and responded to normally within 20 working days.

6.3 Where a restriction has been in place for some time (i.e. over 1 year) and a person wishes the decision to be reconsidered, a further appeal can be submitted. However, MHA will only consider removing or reducing the restrictions where it is assured the initial behaviour will not be repeated.

7. Recording Decisions and Monitoring Policy

7.1 MHA will record all incidents of unacceptable actions. Where it is decided that we will apply the Unacceptable Actions Policy this will be recorded in our computer system to show what has been agreed, and this will be closely monitored to ensure the policy is being adhered to.

8. Equality and Human Rights

8.1 MHA is committed to equal opportunities and will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

9. GDPR and Data Protection

9.1 MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

9.2 MHA may share information relating to a person's behaviour and/or restrictions imposed by this policy with contractors or partners of MHA.

10. Policy Review

10.1 This policy will be reviewed triennially by the Management Board unless otherwise required.

Milnbank Housing Association
Equality Impact Assessment Tool



Name of the policy / project proposal to be assessed	Unacceptable Actions Policy	Is this a new policy /proposal or a revision?	Revision
Person(s) responsible for the assessment	Craig Boyle, Director of Housing & Community Initiatives		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The policy aims to provide clarification on what MHA deems to be unacceptable behaviour and the options it will consider and action it may take when addressing incidents of such behaviour.		
2. Who is intended to benefit from the policy/ proposal? *(e.g. applicants, tenants, staff, contractors)*	Staff and board members.		
3. What outcomes are wanted from this policy/ proposal? *(e.g. the benefits to customers / benefit to staff)*	To provide clear/transparent guidelines for staff and customers in how MHA manages unacceptable behaviour, with the aim of protecting staff against unacceptable actions or behaviours, should the policy require to be enforced.		

4. Which protected characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A**

☐ Age ☐ Race ☐ Disability ☐ Marriage & civil partnership ☐ Pregnancy / Maternity

☐ Religion or belief ☐ Sex ☐ Gender reassignment ☐ Sexual Orientation

5. Which other characteristics could be adversely affected by the proposal? (*tick all that apply*) **N/A**

☐ Socio-economic ☐ Geographic Location ☐ Literacy & Numeracy ☐ Carers ☐ Migrant Status

☐ Single Parents ☐ Families ☐ Other (including Human Rights), please state:_N/A		
6. Have you consulted on the potential impacts of the policy/proposal? (this could be internally with other staff, or externally with customers, focus groups etc) ☐ Yes ☒ No If yes, provide further details, of who was consulted:		
7. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4 & 5.	**Positive impact(s)** The policy aims to protect all staff from abuse including anyone who fall into the protected characteristics defined in the Equality Act.	**Negative impact(s)** N/A
8. What actions are required to address / mitigate the impacts arising from this assessment? *(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).*	As each case will be individual, any negative impact(s) will be assessed and addressed at the point of applying the policy.	
Decision / Outcome (Pending Committee Approval)	☒ Approved, no changes required (no impact) ☐ Approved after changes made ☐ Approved with no changes (despite impact) ☐ Stop the Policy . Proposal	

Signed:  Job title: Director if Housing & Community Initiatives

Date the Equality Impact Assessment was completed: 31/08/26