

Process to deal with unacceptable customer conduct

Unacceptable customer conduct, as outlined in the [Customer Conduct Procedure](#), is experienced in service area.

Potential response(s) by frontline staff

- Verbal warning
- End phone call
- Email [Customer Service Standards](#) and [Customer Conduct Procedure](#)
- Ask customer to leave

If unacceptable conduct continues

Frontline staff will:

- Complete Customer Conduct form
- Form will automatically notify supervisor/manager

Supervisor/manager will:

- Review form and where appropriate, provide an alternative method of communication to the customer that allows staff to continue to provide quality programs and services to others
- Contact Human Resources when there is unacceptable behaviour towards staff that is related to the prohibited grounds of the *Ontario Human Rights Code* or the definitions of workplace violence or harassment under the *Occupational Health & Safety Act*, to determine appropriate investigation procedure
- Complete supervisor/manager comments on form. Forward to director as appropriate

Potential response(s) by supervisor/manager

- Inform customer through written or verbal notice that their conduct is inappropriate and contrary to the Customer Conduct procedure
- Inform customer through written or verbal notice that their request for service and/or information has been considered and dealt with in line with relevant town/regional/provincial/federal procedures and statutory guidelines and that only new requests for service and/or information will be responded to
- Limit communication to one method of contact (e.g. telephone, email) or with one named member of staff
- Limit the number and duration of contacts with staff such as offering a time slot for necessary calls
- Inform customer that any personal contacts take place in the presence of another staff person and in a suitable location, as determined by the town

If unacceptable conduct continues

Director(s) will:

- Confirm the issue has been dealt with in line with the relevant procedure(s)
- Write to the customer to:
 - Detail action to be taken and why
 - Explain what it means for the customer's contact with the town
 - Advise how long the restriction will apply, and the review date
 - Enclose a copy of the Customer Service Standards and Customer Conduct Procedure
- Complete director comments on form. Forward to commissioner as appropriate

Potential action(s) by director

- Require customer to make contact only through a third party (e.g. solicitor/ Councillor/friend acting on their behalf)
- Limit or regulate the use of town services e.g. community centres or libraries

If unacceptable conduct continues

In rare instances when unacceptable conduct continues, a commissioner will:

- Review the issue as outlined (for directors) above
- Complete commissioner comments on form

Potential action(s) by commissioner

- Refuse access to any town building except by appointment
- Issue a no trespass letter

Review

When any restrictions are put in place, a review date will be set. This will be based on the circumstances of the situation and could be for a period of three months or longer depending on the severity of the situation.

The relevant director(s) will review all information and inform the customer in writing of the outcome, no later than two weeks after the restriction period has ended. Where the director(s) feels the restrictions should continue, they will explain the reasons and give another date for review.

Where the situation was escalated to a commissioner, the relevant commissioner will follow the process outlined above to notify the customer of action taken.

Appeal

1. The individual may present their case in writing to the appropriate commissioner, or should the incident involve a commissioner to the CAO or designate, within 14 days of the decision.
2. The appeal will be reviewed by the appropriate commissioner or CAO, and any decision made is final.

New complaints or requests for information

The town will address a new or different service request or complaint from customers whose conduct has been deemed unreasonable, in accordance with the actions or restrictions in place. The director(s) of the relevant service area(s) will decide whether any restrictions which have been applied before are still appropriate and necessary in relation to the new request or complaint.

Where the situation was escalated to a commissioner, new complaints or requests for information will be handled by the relevant commissioner and/or CAO.