Appendix 3

Staff process for dealing with unacceptable customer actions.

Customer Contact in Person

If time allows, open a new or existing CRM record or on your **services relevant system**. Where an existing record indicates that the customer is known to present with unacceptable actions, follow the guidance below and under no circumstances engage with the customer in an interview room.

If there is no history of unacceptable customer actions, then it is ok to speak to the customer in an interview room if required or as normal in the Public Service Hub area.

All interview rooms have CCTV cameras & panic alarms which are located just under the desk, on being pressed a noise is emitted & a light comes on above the door of the interview room.

If required, and the customers actions change, follow guidelines as detailed on the left hand side.

Customer display unacceptable actions to staff.

No

Handle enquiry following service guidelines.

Yes

Attempt to defuse the situation, do not respond in kind, remain calm, firm, and polite. Advise the customer that their action is not acceptable.

Note – The BodyCam can be used at any time, if the user feels that it is appropriate to do so.

Signal to SIA that support is required and activate BodyCam if wearing, advise the customer that they are being recorded and that their actions are unacceptable, and if they fail to modify their actions the discussion will be ended, and they will be asked to leave.

Customer calms down handle situation as above but log a low level incident and make note on CRM if used.

Handle enquiry following service guidelines.

Ensure all customer contact is logged on the customers account, either on CRM or your services relevant system

Customer continues to be display unacceptable actions.

Politely remove yourself, if possible, from the situation, asking the customer to leave the premises. SIA/DM support in place. Ensure BodyCam is still operating. Report the incident to line manager, Customer Services DM and log H&S incident form.

H&S investigation will commence, a determination will be made as to if the customer needs to be placed on the CIR and a risk assessment may be carried out.

The Determination Team will advise the customer of outcome of determination if appropriate.