

**How we handle unacceptable behaviour**

We understand your situation could be stressful and you might be frustrated - but our staff have the right to do their jobs without being treated badly.

**Check what behaviour is unacceptable**

We won’t accept aggressive behaviour while helping you, for example:

* swearing
* abusive language
* discrimination like racism, sexism or homophobia
* being violent or threatening violence

We’ll also tell you if you’re taking up an unfair amount of time as this could stop us helping other people. For example, if you:

* keep demanding things in a short amount of time
* ask to speak to a specific member of staff when it’s not possible, or contact lots of staff to try and get a different outcome
* keep changing issues or raising unrelated ones
* demand help for something outside our advice areas
* keep raising the same issue when we’ve already helped you or we can’t help more
* ask for sensitive or confidential information we aren’t allowed to share
* make lots of complaints without giving us the chance to resolve them, or make an unreasonable number of data protection rights requests

**What we’ll do if your behaviour is unacceptable**

We’ll give you a chance to change your behaviour, but if you continue we might:

* end the conversation
* limit how much time we spend on the phone with you
* stop helping you face to face and only help you by phone and email
* not reply to all your communications
* send letters and documents back to you
* only help you with certain issues

In very serious situations we might:

* stop helping you completely
* call the police

**If we decide to stop helping you**

If we decide to stop helping you it means you can’t access Citizens Advice services - so we might not respond to any contact from you.

We’ll give you a chance to change your behaviour before we stop helping you - unless your behaviour threatens the safety of our staff or other people.

We’ll always try to tell you why we’ve stopped helping you.

**If you think our decision is unfair**

If your local Citizens Advice decides to stop helping you, you can appeal to the chair of your local Citizens Advice. [Find the contact details for your local Citizens Advice](https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/).

If the national organisation decides to stop helping you, you can [appeal to the Citizens Advice Client Services team](https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/make-a-complaint-about-us/).