



Ayr Housing Aid
Centre scio

South Ayrshire Free Independent Housing Information, Advice, Advocacy and Engagement Services

STATEMENT ON ABUSE, VIOLENCE AND AGGRESSION

Ayr Housing Aid Centre SCIO is committed to providing Service Users with an effective and efficient service in a polite and respectful manner.

I am sure you would agree that EVERYONE has the right to be treated with respect, both you and our staff.

Violence in any form, including the use of foul or abusive language, towards our staff will not be tolerated.

Anyone acting in an inappropriate manner will be asked to leave the office and if necessary the police will be called.

We are here to help you but we cannot hear you if you are shouting or become abusive. We understand you may be frustrated with the situation you find yourself in and we will always do our best to help.