STATEMENT ON UNACCEPTABLE BEHAVIOUR



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 for you and our staff.

AHAC have a Zero Tolerance Policy and any Unacceptable behaviour 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 abusive in any way. We understand you may be frustrated with the situation you find yourself in and we will always do our best to help.

Unacceptable Behaviour includes but is not limited to:

- **Aggressive or abusive behaviour**
- **Unreasonable demands and or Unreasonable persistence**
- **Vexatious behaviour**
- **Sexual Harassment**