LRG Respect and Responsibility Policy

1. Introduction
The purpose of this policy is to establish clear expectations for appropriate conduct in interactions between customers and LRG staff. It aims to ensure a safe, respectful, and professional working environment.

2. Scope
This policy applies to all customers interacting with LRG via phone, email, social media, in-person visits, or any other communication channels.

3. Unacceptable Behaviour
The following actions will be considered breaches of this policy:

- Verbal Abuse: Use of offensive, aggressive, or threatening language, including shouting, swearing, or name-calling.
- Harassment: Repeated contact or behaviour that is intimidating, hostile, or intended to cause distress, including discriminatory comments based on race, gender, religion, disability, or any other protected characteristic.
- Sexual Harassment: Unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. It also includes treating someone less favourably because they have submitted to, or refused to submit to, unwanted conduct of a sexual nature or treating someone less favourably in relation to their gender reassignment or sex.
- Physical Threats or Violence: Any threatening gestures, physical intimidation, or acts of violence.
- Excessive Levels of Communication: Repeatedly contacting LRG in a manner that disrupts normal operations, including excessive emails, calls, or visits without legitimate reason.
- Complaints Misuse: Unreasonable and persistent use of the complaints process.
- Defamation or False Accusations: Making false or malicious statements about staff or LRG.
- Refusal to Follow Procedures: Ignoring agreed processes or instructions that staff are required to apply (e.g. refusing to provide identification, bypassing communication protocols).

4. LRG Customer Care
LRG take customer care very seriously will always endeavour to:

- Remain calm and professional.
- Communicate this policy to customers if inappropriate behaviour occurs.
- Explain why the behaviour is considered unreasonable.

- Record and report any incidents of bad behaviour to management immediately.
- If necessary, investigate or refer incidents for investigation.
- Escalate serious or persistent cases to the relevant senior manager or department head.

5. Consequences of Breach
If a customer exhibits any form of inappropriate behaviour, the following actions may be taken:

- Verbal Notification: A polite request to cease the behaviour.
- Warning Notification: A formal written notification outlining the unacceptable conduct.
- Restrictions on Communications: Limiting communication to written form only, restricting access to certain services, or assigning a single point of contact.
- Termination of Relationship: In severe or repeated cases, LRG reserves the right to withdraw services and cease communication with the customer.
- Notifying the Relevant Authorities: If the behaviour is threatening, violent, or defamatory, LRG may involve legal authorities and LRG reserves the right to take legal action (if necessary).
- Any unlawful, or potentially unlawful behaviour will be reported to the Police. And LRG, or LRG employees, reserve the right to take legal action.

6. Appeals and Review
Customers may raise concerns or appeal any decisions made under this policy in writing. Escalation would be an Appeal for review by Donna Wright; Director of Customer Support and Engagement whose decision will be final.

7. Policy Review
This policy will be reviewed annually or following any significant incidents to ensure it remains effective and relevant.