

Public Notice

ZERO TOLERANCE POLICY

As a customer facing business, we deal with many hundreds of property related enquiries a year covering all aspects of lettings, tenancy management and sales. When customers contact us we endeavour to offer a professional service in all matters. By the nature of the property business with lettings, management, and sales there will be times when people receive what may be disappointing news on applications, offers etc. Similarly, in property management, we cannot always address issues immediately but will always seek to assist or put in motion the necessary action to resolve matters. As agents, we act on the instructions of our Clients.

We believe that the rights of the staff at this firm to work in a safe and non-threatening environment are important. This firm has an *Unacceptable Behaviour & Aggression Policy* which does not tolerate certain behaviours including;

- Aggressive language or shouting towards staff.
- Verbal abuse, threats, swearing or offensive remarks.
- Acts of written or verbal abuse including of a discriminatory, intimidating, or threatening nature.
- Unsubstantiated, vexatious or defamatory allegations about our employees or principals.
- Any attempt of covert recording or videoing whilst on the premises.

Our Policy is to document all instances of abuse and record this and make available such records to relevant authorities as evidence in court.

Any Principal of the firm has authority to;

- Request any member of the public to leave the premises.
- Remove any member of the public from those premises and ban any future entry to them.
- Refuse entry to the premises of any person/s.

Any member of Staff or Principal of the firm has authority to;

- End telephone calls where they feel the caller is being aggressive, abusive, intimidating, or offensive – including the use of profanity / swearing.
- Request that someone leaves the premises immediately, for the same reasons.
- In the event of threat or actual physical abuse to immediately seek assistance and call the Police.

Thank you.

LANDLES

Email: info@landles.co.uk

October 2022