

## Dealing with unacceptable behaviour



We understand that the issues that have led to you having to use the foodbank and/ or the foodbank advice service can be very stressful and frustrating. However, our Volunteers and staff have the right to do their jobs without being treated badly.

### **We define unacceptable behaviour as:**

- aggressive swearing
- abusive language or actions
- discrimination like racism, sexism or homophobia
- being violent or threatening violence
- being under the influence of alcohol or drugs when on our premises
- putting unrealistic demands on our time to the detriment of other clients
- keeping on raising the same issue when we've already helped you or we can't help more
- make lots of complaints without giving us the chance to resolve them

**If your behaviour is unacceptable we'll give you a chance to change your behaviour (unless your behaviour threatens the safety of our staff/ volunteers or other people), but if you continue we might:**

- end the conversation/ limit how much time we spend on the phone with you
- ask you to leave our premises
- 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 will:**

- stop helping you completely and we will not respond to future contact/ correspondence
- call the police

If you are not happy with our decision you can follow the Churches Together in Bexhill formal complaint procedure.

*Bexhill Foodbank and the Bexhill Foodbank Advice Service are social projects of the charity Churches Together in Bexhill. Registered charity number 1205042 / Registered in England and Wales.*



*"Be kind and compassionate to one another" (Ephesians 4:32)*