

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 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
- 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 or other people), but if you continue we might:

- end the conversation
- limit how much time we spend on the phone with you
- 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.

