



Respect and Positive Relationships Policy

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Please note this document is available in Welsh and other formats upon request.

Please contact the communications and media team.

1.0 Policy Statement

At Trivallis, we believe strong communities are built on positive relationships, mutual respect and shared responsibility.

We are committed to working alongside tenants and customers to understand their circumstances, build on their strengths and find solutions together. We understand that people may contact us when they are worried, frustrated, experiencing financial pressures, health issues or other life challenges. Our aim is always to listen, understand and support wherever possible.

Most interactions between tenants, customers and Trivallis colleagues are positive and constructive. However, we also have a responsibility to ensure that our tenants, colleagues, contractors, residents and partners can work and live in a safe environment that is free from abuse, harassment, intimidation and unreasonable demands.

This policy explains how we will respond where behaviour, contact or use of the complaints process has a negative impact on others or prevents us from delivering services effectively.

2.0 Introduction

This policy supports Trivallis' commitment to being Kind, Inclusive, Progressive and Trustworthy.

We take a strengths-based approach in all our interactions. This means we focus on understanding people's circumstances, recognising their strengths and working collaboratively to achieve positive outcomes.

Where concerns arise, we will seek to understand:

- What matters to the person.
- What they may be trying to communicate.
- Whether there are barriers to engagement.
- Whether additional support is needed.
- What solutions can be developed together.

While we always seek to resolve concerns positively, there are occasions when behaviour or contact becomes unacceptable. In these situations, we will take appropriate action to safeguard colleagues, contractors, residents and services.

2.1 Scope

This policy applies to:

- Tenants.
- Joint contract-holders.
- Household members.
- Leaseholders.
- Applicants.
- Visitors.
- Advocates, support workers and representatives.
- Any individual interacting with Trivallis services.

It applies to all forms of communication, including:

- Face-to-face contact.
- Home visits.
- Telephone calls.
- Emails.
- Letters.
- Online services.
- Social media.
- Text messages.
- Video calls.

This policy does not apply to staff conduct, which is managed through separate People policies.

2.2 Our Approach

When concerns arise, we will seek to understand the reason behind the behaviour before considering restrictions.

We recognise that behaviour may sometimes be influenced by:

- Mental or physical health conditions.
- Disability.
- Financial hardship.
- Trauma or adverse life experiences.
- Communication difficulties.
- Stress, anxiety or frustration.
- Safeguarding concerns.

We will consider support needs, reasonable adjustments and alternative ways of engaging before taking enforcement action wherever appropriate.

A strengths-based approach does not mean unacceptable behaviour is tolerated. It means we seek to understand and support first, while maintaining clear boundaries and expectations.

2.2.1 Neurodiversity and Reasonable Adjustments

Trivallis recognises that some customers may be neurodivergent or have disabilities that affect how they communicate, process information or engage with services.

We will make reasonable adjustments where appropriate to support customers to access our services. This may include:

- Using clear and accessible language.
- Providing information in alternative formats.
- Allowing extra time to process information or respond.
- Agreeing a preferred method of communication.
- Providing a named point of contact where appropriate.

Where behaviour may be linked to a disability, neurodivergence or other vulnerability, we will seek to understand individual circumstances and consider reasonable adjustments before taking action under this policy.

Reasonable adjustments do not remove the expectation that everyone treats colleagues, contractors and residents with respect.

2.3 What We Expect

We ask everyone who interacts with Trivallis to:

- Treat everyone with respect.
- Communicate in a polite and reasonable way.
- Engage constructively in resolving issues.
- Allow us reasonable time to investigate concerns.
- Provide honest and accurate information.
- Use our complaints process appropriately.

We understand that customers may feel upset, frustrated or angry.

Being persistent, dissatisfied, emotional or strongly expressing a view will not, on its own, be considered unacceptable behaviour.

3.0 Understanding Behaviour

We encourage colleagues to remain curious and supportive when responding to challenging situations.

Rather than asking:

Instead of asking...	We will consider...
Why are they being difficult?	What might they be trying to communicate?
Why won't they engage?	Are there barriers preventing engagement?
Why are they angry?	What has happened and what matters to them?
Why do they keep contacting us?	Do they feel heard and understood?
They're being unreasonable.	Is there additional support or explanation needed?

4.0 Unacceptable Behaviour

Unacceptable behaviour is behaviour that causes harm, distress, fear or disruption to colleagues, contractors, residents or Trivallis services.

Examples include:

Abuse and Aggression

- Shouting, swearing or abusive language.
- Personal insults or offensive comments.
- Aggressive behaviour.
- Intimidation or threatening conduct.

Harassment

- Bullying.
- Stalking.
- Repeated unwanted contact with individual employees.
- Targeting or singling out staff members.
- Inappropriate behaviour of a sexual nature.

Discrimination

- Racist, sexist, homophobic, transphobic or discriminatory comments.
- Abuse relating to disability, religion, age or any protected characteristic.

Threats and Violence

- Threats of physical harm.
- Physical violence.
- Damage to property.
- Threatening gestures or actions.

Privacy Violations

- Sharing personal information about employees without consent.
- Recording or publishing information about staff inappropriately.
- Attempting to obtain personal information about employees.

These examples are not exhaustive.

5.0 Unreasonable Contact

We recognise that customers may need to contact us regularly, particularly when dealing with complex issues.

However, contact may become unreasonable when it places a disproportionate demand on Trivallis services or prevents us from assisting others.

Examples include:

- Excessive telephone calls, emails, letters or messages.
- Contacting multiple teams or individuals about the same issue.
- Continuing to pursue issues that have already been fully considered.
- Refusing to use agreed communication arrangements.
- Repeatedly changing the basis of a complaint.
- Excessive correspondence containing no new information.
- Demanding responses outside published service timescales.

6.0 Responding to Unacceptable Behaviour

Staff safety and wellbeing will always be our priority.

Where staff feel at risk, they should immediately end the interaction and take steps to keep themselves safe.

Any incident of unacceptable behaviour should be reported using Trivallis Incident Reporting Processes.

Team Managers are responsible for:

- Investigating reported incidents.
- Supporting affected colleagues.

- Assessing any risks.
- Considering support needs.
- Determining any further action required.

7.0 Managing Behaviour and Contact

We will always seek to resolve issues informally and collaboratively where possible. Actions may include:

Supportive Actions

- Having an open and honest conversation.
- Clarifying expectations.
- TATT Approach to agree a communication plan.
- Identifying support needs.
- Referring or signposting to support services.
- Mediation or restorative approaches.

Management Actions

Where behaviour continues or presents a risk, we may:

- Introduce a point of contact.
- Restrict communication channels.
- Limit the frequency of responses.
- Apply an information marker.
- End calls or meetings where behaviour becomes unacceptable.
- Decline to respond to repetitive correspondence where no new information has been provided.
- Involve the Police.
- Pursue legal remedies where necessary.

Any restrictions will be proportionate, reasonable and regularly reviewed. These actions will be agreed by an appropriate manager and communicated effectively and appropriately to the tenant, customer or stakeholder.

8.0 Supporting Staff and Colleagues

We recognise that incidents involving unacceptable behaviour can be distressing for everyone involved.

Managers will ensure that:

- Staff receive appropriate support.
- Risks are reviewed and managed.

- Safe systems of work are updated where necessary.
- Customers are offered support where appropriate.

Our aim is to balance support, understanding and accountability while maintaining safe working environments.

9.0 Complaints and Appeals

Customers who are dissatisfied with a decision made under this policy may raise a complaint through Trivallis' Complaints Policy.

Any restrictions imposed under this policy will be reviewed periodically to ensure they remain appropriate, necessary and proportionate

10.0 Related Legislation and documents

- Dignity at Work Policy
- Occupational Health & Safety Policy
- Complaints Policy
- Community Safety Policy and Procedure
- Incident and Investigation Procedure
- Work Related Stress Procedure

10.1 Equal opportunities

This policy will be implemented in line with the Equity, Diversity, and Inclusion Policy.

10.2 Data protection

Any personal or special category data processed under this policy must be processed in accordance with Trivallis' Data Protection Policy and the requirements of the relevant data protection legislation. Guidance on all data protection issues can be obtained from Trivallis' Data Protection Officer.

Where the processing of personal or special category data is likely to result in a high risk to the rights and freedoms of natural persons, a Data Protection Impact Assessment (DPIA) must be carried out on the processing operation prior to the processing taking place.

10.3 Data governance statement

Trivallis is subject to GDPR legislation and as such this policy and any supporting procedures need to ensure that the way we manage personal data fulfils the GDPR requirements relating to:

- Lawfulness, fairness, and transparency (our need to hold this data).
- Purpose limitation (personal data must be held for specific and legitimate purposes).
- Data minimisation (data must be limited to what is necessary; do we need it?).
- Accuracy (it needs to be up to date and accurate).
- Storage limitation (how long we are allowed to keep it).
- Integrity and confidentiality (how we securely hold it).
- Accountability (how we take responsibility for it).

Where the policy and any supporting procedures make use of data not covered by data protection legislation - for example, where the data is not personal data, or where it is unstructured, such as in emails, text messages, social media posts, or multimedia files like audio or video - it is still important to ensure that you save the files or documents to secure network drives, or shared network areas if the data is not confidential, and then assign sensitivity and retention markers.

You should always store data in a main system, and avoid creating additional copies of the data in multiple locations, for the following reasons:

- Data integrity reduces the risk of inconsistencies or discrepancies.
- Security makes it easier to manage security protocols.
- Data governance and compliance make it easier to ensure and demonstrate compliance with regulations such as the data protection laws and enables us to organise and track data usage and enforce policies.
- Efficient data management simplifies data management tasks such as backup, disaster recovery and data migration.
- Cost effectiveness reduces the costs associated with maintaining multiple copies of data across various locations.
- Collaboration and accessibility help ensure that employees can easily access and share information, fostering productivity and teamwork.

Specific guidance on data governance can be obtained from Trivallis' Transformation Team.

11.0 Review

This policy will be reviewed on a biennial basis by the Head of Customer Experience or earlier in the event of relevant legislative changes.

The next date for scheduled review is 11/2028