

FINSBURY PARK HOUSING CO-OPERATIVE LTD

ACCEPTABLE BEHAVIOUR POLICY WHEN DEALING WITH CONTRACTORS

In all dealings, both parties agree to adopt reasonable behaviour which is in line with the following code of conduct:

As partners working towards the support and delivery of services to co-ops, certain types of behaviour will be deemed 'unacceptable'. Unacceptable behaviour includes (but is not limited to):

1. Verbal or physical abuse
2. Racist, sexist, homophobic, transphobic, ableist, sectarian or any other discriminatory language
3. Rude and or Inflammatory statements
4. Unsubstantiated allegations
5. Personal insults or insults about other employees
6. Behaviour deemed to be threatening or intimidating

Unacceptable behaviour also includes vexatious behaviour which includes but is not limited to:

1. A high volume of communication demanding responses within an unreasonable timescale.
2. Repeated contact about an issue that has already been decided and where the person has been notified or responded to in previous communication.
3. Repeatedly raising issues that have been the subject of a complaint that has been through a full complaints process or where the complaints process has been offered as a route for conclusion of a disputed matter but this offer has not been taken up.

Where these behaviours have been deemed to have taken place, both parties will aim to agree a response with the individuals concerned. The response will seek to ensure the person being subjected to unacceptable behaviour is receiving the appropriate support and not being exposed to ongoing unacceptable behaviour(s). Where a response cannot be agreed, or where the actions taken do not resolve the issue, either party can choose to take any further action they feel is appropriate. This may include changing contact arrangements or reviewing the delivery of services subject to the terms of the contract.

November 2025