

## Abusive customers, local police or council enquiries

- We will not tolerate abuse of our colleagues, if you find yourself in this situation, please follow the [abusive customer guidance](#)
- If approached by local police or council enquiries colleagues should
  - Listen carefully to the request being made by the official external representative
  - Respond using the suggested word pattern below and avoid personal responses or confrontation
  - Take the contact details from the official external representative and the full details of the concern
  - Ring their line manager if they need immediate support and report the interaction to their SASM or ASM who will take the concern further using the operational helpline guidance

*“Thank you for bringing your concerns to our attention. The social distancing measures we have in place have been supplied and positioned by our health and safety teams and advised risk assessments. We are unable to make changes to these immediately but to respond to your concerns I will escalate it back to the central team who have specific knowledge and awareness of our approach. Please can I have your contact details and I will capture your concerns to escalate this accurately and immediately. One of my central colleagues specialising in this area will follow up and contact you shortly.”*