

Treating Each Other Fairly

What you can expect from us, and what we ask of you

October 2026

Almost every conversation we have with residents is respectful and courteous. This page is about the rare occasions when that breaks down — what we do, why, and what it means for you.

What you can expect from us

- We hold our staff to the same standard of courtesy we ask of you. Respect works both ways.
- We'll treat you fairly, honestly and with respect, whatever the situation.
- Before we decide that someone's behaviour is unacceptable, we'll think about whether mental health, disability, language, or what's going on in their life is playing a part.
- If we ever do need to restrict your access to a service, it will be proportionate, explained in writing, and reviewed on a set date.
- You will never lose access to a service you're legally entitled to. If a restriction affects how you normally get in touch, we'll always agree another way for you to do so.

What we ask of you

We know that dealing with a council service can be frustrating, especially if something hasn't gone the way you hoped. We ask that, even then:

- You don't threaten, intimidate or use violence towards our staff or other people using our services.
- You don't use racist, sexist, homophobic or other discriminatory language.
- You don't deliberately damage council property.
- You give our staff the same basic courtesy you'd expect in return.

If things go wrong

If your behaviour becomes threatening or abusive, a member of staff will give you a clear, calm warning about what needs to change. Most of the time, that's the end of it.

If the behaviour continues, a manager may need to end the conversation, ask you to leave, or offer you an alternative way to raise your concern — for example, in writing instead of in person. We'll always try the least restrictive option first.

If we restrict your access

A full restriction of access is a last resort, and most restrictions fall well short of one. More often it's something like being asked to contact us through a single named officer, or by phone or email rather than in person.

- We'll write to you explaining why, what it means in practice, and how long it will last.
- We'll always set out a specific alternative way for you to keep accessing the service.
- Every restriction has a review date, and it will be lifted as soon as it's no longer needed.

If you disagree

You can appeal any decision. Someone senior who wasn't involved in the original decision will look at it independently, and we aim to get back to you within 20 working days.

If you're still unhappy after that, you can complain to the Local Government and Social Care Ombudsman at www.lgo.org.uk.

Getting in touch

If you have any questions about this, or about a decision that affects you, please email: CorporateHealthandSafety@rbkc.gov.uk