

# Customer Notice

Our staff, members, volunteers, and contractors have the right to be treated with respect and feel safe.

We will not tolerate abuse.

## What will we do if your behaviour is unacceptable?

### We will take action that could include:

- Asking you to control your behaviour.
- Ending the call, meeting, or conversation.
- Restricting your contact with us or the services you receive, where appropriate.
- Involving the police.

We know that some situations can be difficult and lead to frustration or feeling annoyed. However, our staff have the right to do their jobs without being abused.

## What can count as unacceptable behaviour?

- ✗ Verbal or written abuse such as personal insults, shouting, swearing or threatening someone, their property or other people associated with them.
- ✗ Violence or physical abuse such as throwing object, hitting, spitting or inappropriate touching.
- ✗ **Harassment:** offensive, hostile, humiliating, degrading or intimidating behaviour about someone's age, disability, gender identity or reassignment, race, religion or belief, sex or sexual orientation. This includes hate speech and sexual harassment.
- ✗ Making unreasonable demands.
- ✗ **Persistent or vexatious contact** (unreasonably frequent contact; aiming to cause annoyance).
- ✗ Spreading malicious rumours.

This includes behaviour online (including social media), in writing, over the phone, or face to face.

## Your rights

You also have the right to be respected and feel safe. If you are unhappy about the service you receive from us, you can contact us on 01398 323665 or email [complaints@exmoor-nationalpark.gov.uk](mailto:complaints@exmoor-nationalpark.gov.uk)