



Our policy on unacceptable behaviour by customers

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TDS has a duty to ensure the safety and welfare of its staff.

We are committed to dealing with all customers fairly and impartially and to providing a high standard of service. As part of this service we do not normally limit the contact customers have with us. However we do not expect our staff to tolerate behaviour by customers which is clearly unacceptable (e.g. abusive, offensive or threatening) and may take action to protect our staff from that behaviour.

When we consider that a customer's behaviour is unacceptable we will tell them why that is so and will ask them to change it. In particular, we do not expect our staff to tolerate abusive, offensive, or threatening telephone conversations; calls of this nature may be ended by us.

Where unacceptable behaviour continues, we will take action to restrict the customer's contact with us. Any restrictions imposed will be appropriate and proportionate. The options we are most likely to consider are:

- requesting contact in a particular form (for example letters only);
- requiring contact to take place with a named member of staff;
- asking the customer to enter into an agreement about their conduct.


Where it is necessary for us to restrict how we deal with a customer, we will write to tell the customer why we believe their behaviour is unacceptable, what action we are taking and the duration of that action.

Where a customer continues to behave in a way which is unacceptable, we may decide to terminate contact with that customer.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of TDS' staff, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the customer prior warning of that action.

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