

Customer Behaviour & Expectations Policy

PRINCIPLES

L2 are committed to providing a quality service to all our customers and believe that our customers have a right to be heard, understood, and respected. In return we expect everyone who comes into contact with our employees to treat them with courtesy, consideration, respect, that they have the right to work in a safe environment and recognise the independence of the advice we provide to them. This applies to all means of communications, such as verbal whether in person or virtually and in also writing.

L2 promote a wellbeing culture among our employees and do not expect any of our employees to feel uncomfortable or unsafe whilst delivering their work for customers. Our employees are supported and encouraged to make individual assessments about any situation arising with a customer that they feel uncomfortable or unsafe with.

You can expect that our employees will always:

- *Provide a fair, honest, open, proportionate, and accessible service*
- *Listen and understand customer queries and concerns*
- *Treat everyone who contacts us with respect, empathy and dignity*
- *Behave in line with the Equality Act 2010 (as amended).*

We expect people receiving our services to:

- *Be courteous and treat our employees with respect and dignity*
- *Engage with us in a way that does not hamper our ability to carry out our work effectively and efficiently for the benefit of all parties*
- *Behave in line with the Equality Act 2010 (as amended).*

POLICY

Our policy enables us to deal with unacceptable customer behaviour professionally and consistently. It can be difficult to produce a list of actions that would be considered unacceptable, but we have provided examples below:

Aggressive or Abusive Behaviour

The behaviour (written or verbal) that we consider might cause employees to feel intimidated, offended, bullied, or harassed:

- *Threatening emails and telephone calls*
- *Threatening or intimidating behaviour in person*
- *Inappropriate comments on social media*
- *Insulting or degrading language including inappropriate banter*
- *Malicious allegations*
- *Any form of physical violent or threats of physical violence*
- *Derogatory racial, sexist, ageist, or homophobic remarks*

Customer Behaviour & Expectations Policy

- *Repeated challenge to the competency of subject matter experts*
- *Comments relating to disability, perceived gender, sexuality, religion, belief or any other protected characteristic.*

Unreasonable Demands and Vexatious Complaints:

- *Requesting excessive amount of information*
- *Nature and scale of service are beyond reasonable expectations*
- *A remedy or outcome that cannot be achieved or is deemed to be in breach of the regulation and/or could result in a risk to people or the environment.*

We accept that persistence is not necessarily a form of unacceptable behaviour. Reasonable challenge and a questioning attitude are welcomed, provided it is undertaken respectfully. What amounts to unreasonable demands will depend on the circumstances of the complaint and the seriousness of the issues raised. Examples of behaviour that would fall within unreasonable demands and vexatious complaints include but are not limited to:

- *Refusing to follow the process set in our Complaints Policy*
- *Insisting on seeing or speaking to a particular member of the team when a suitable alternative has been offered.*

PROCEDURES

No employee should tolerate unacceptable or vexatious behaviour when communicating with customers. When this occurs, they have the right to:

- *End the call or meeting or leaving a customer site*
- *Not replying to an abusive email or letter*
- *Referring the call or incident to the Directors.*

It is reasonable to expect that if a customer is warned that their conduct is considered to be unacceptable to allow them opportunity to change or moderate their behaviour. Where these circumstances arise, we may take the following steps:

- *We will ask you to modify their behaviour/conduct and explain why*
- *If the behaviour/conduct continues the employees will remove themselves for the situation*
- *If the communication is by telephone/video call, the customer will be informed the call will be terminated*
- *The Employee(s) will inform a Director with written witness statements from the employee(s) recorded*
- *The Directors or an independent senior employee appointed by them to investigate the situation, generate an investigation report including recommendations*
- *If L2 feel that there is significant risk to our employees, reputational risk, human health risk, environmental risk or if it believed a criminal offence has been threatened or committed then we reserve the right to notify the appropriate regulators and/or police.*

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A handwritten signature in black ink, appearing to read 'M Lyons'.

MARK LYONS
MANAGING DIRECTOR
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