

Luminus Unacceptable behaviour policy

Title	Version	Date	Changes	Authorised
Unacceptable behaviour policy	1	Sept 2024	New policy	FPC & Board 2024
Unacceptable behaviour policy	2	June 2025	Updated date to be aligned with other policies for annual review June 2026	FPC & Board 2025
Unacceptable behaviour policy	3	January 2026	Updated with updated Complaints Policy Link	
Unacceptable behaviour policy	4	June 2026	None	FPC & Board 2026

Revision due: June 2027

Luminus Insight CIC trading as Luminus and Healthwatch Surrey

Introduction

The nature of the services that Luminus provides means that we are in daily contact with a wide cross-section of the public. We deal fairly and respectfully with everyone we meet and those who contacts us, and whilst we recognise that this is reciprocated by the vast majority of people, a very small number can act or behave in a way that can be unacceptable for employees.

This guidance sets out the Luminus approach to dealing with unacceptable behaviour by members of the public.

Luminus recognises that a person's actions may be affected by disability, including mental health issues, or other factors. Luminus employees will take all these factors into account when implementing this guidance.

What is unacceptable behaviour?

This is the use of language (oral or written) or physical behaviour that causes employees to feel afraid, threatened, abused or the subject of harassment.

Examples include: threats; physical aggression; verbal abuse; threats of personal legal action being taken; discriminatory or prejudicial behaviour; persistent rudeness and the use of insulting and offensive remarks. Inflammatory statements and unsubstantiated allegations can also be abusive.



Managing unacceptable behaviour

Luminus has a zero-tolerance policy with regards to discriminatory or prejudicial behaviour directed towards any member of staff.

In practice this means Luminus staff will terminate any calls or contacts where they feel they are of have been subject to any form of abuse, prejudice or discrimination and can refuse to with someone or take a telephone call from someone if they have experienced aggressive or abusive behaviour from them.

Employees must immediately report any incidents of abuse, prejudice or discrimination to their line manager (or in their absence another member of the senior management team) who in discussion with Luminus's senior management team will decide whether that client's access to Luminus services needs to be controlled or ceased. In doing so the management team will refer for guidance to the Equality Act 2010, in particular Chapter 2 – Prohibited Conduct.

If a decision is taken to control or cease a service a letter will be sent to the person explaining the action Luminus intends to take and the reasons why.

In the event that an individual threatens to physically harm an employee, a member of the Senior Management Team (SMT) shall consider whether the incident should be reported to the police.

Recording incidents

In the event that an employee needs to invoke this guidance, they should record that they have done to their line manager. The employee's line manager must be notified about the incident in all cases. The note should include:

- The nature of the incident
- Date and time of the incident
- Actions taken by the employee.

Unacceptable behaviour statement

In order to make Luminus's position on unacceptable behaviour clear to all, the following statement will be published on our website and other documentation as appropriate:

Luminus staff work positively to support individuals and resolve issues. Our staff will not tolerate any form of verbal, written or physical abuse, threatening behaviour, persistent rudeness or discrimination of any kind. We reserve the right to withdraw any of our services from individuals who behave in an unacceptable manner.

If a client believes they have been unfairly treated by Luminus because of this policy, they can refer to the Luminus complaints policy:

[05.-Luminus-Complaints-policy-July-26.pdf](#)



If a staff member feels that Luminus has not responded appropriately to the unacceptable behaviour of an individual, they should consult their employee handbook for details on making a complaint.