



Communicating together

We're here to support customers and want to make sure everyone is treated with respect.



We commit to:

- ✓ being welcoming and respectful
 - ✓ having open and honest conversations that take place in a respectful way
 - ✓ showing kindness
- ...and we appreciate the same behaviour from our customers in return



We want colleagues and customers to:

- ✓ feel safe
- ✓ consider language use and seek kindness in conversations
- ✓ respect people for who they are and encourage others to respect each other too

If we experience verbal or physical abuse we will explain how this is unacceptable and may take further action.

If you feel we've fallen short in the way we communicate or behave with customers, you can make a complaint and we'll work to put things right.

Call us on **0113 386 1000**

Email us at **hello@leedsfed.com**





Action we may need to take

We know sometimes things don't always go smoothly and that customers may feel frustrated with a process or a person. **We'll do our best to listen and resolve the issue.**

We won't accept:

- ✗ Aggressive, violent or abusive behaviour
- ✗ Unreasonable demands/levels of contact
- ✗ Harassment
- ✗ Failure to co-operate



If you act this way we will:

- Let customers know that behaviour is not acceptable
- Try and de-escalate the conversation so that we can still help
- Offer an alternative way to communicate



We may also:

- Rearrange the conversation for a different time or place
- Provide a single point of contact at Leeds Federated
- Limit communication
- Take tenancy enforcement action
- Add a risk alert
- Notify emergency services