



1. Purpose

- 1.1 This policy is required to address a very limited number of cases where actions of customers or members of the public are deemed inappropriate and/or pose a risk to Pentanet staff.
- 1.2 This policy explains how we treat customers in a fair and positive way, whilst managing actions that result in unreasonable demands on our services or on our staff.
- 1.3 This policy also explains how we may change access to a service when we consider a customer's actions to be unacceptable.

2. Scope

- 2.1 In this Policy:
"you" "your" and "individual" mean the customer or member of the public; and
"Pentanet", "we", "us" or "our" mean Pentanet Limited (ABN 29 617 506 279).
- 2.2 This policy applies to all Pentanet customers and members of the public who engage in contact with Pentanet staff, including external contractors and their employees.
- 2.3 This policy forms part of Pentanet's Customer Relationship Agreement (CRA).
- 2.4 Upon our acceptance of your application for services, you are bound by Pentanet's CRA including this Zero Tolerance Policy.
- 2.5 We may rely on this Policy where an individual's behaviour or actions are:
 - (a) Not in accordance with this Policy;
 - (b) Aggressive or abusive; or
 - (c) Reasonably considered unacceptable or unreasonable.
- 2.6 We reserve the right to vary the terms of this Zero Tolerance Policy at our sole discretion from time to time. Please visit www.pentanet.com.au/additional-resources/ for the most current version.

3. Guiding principles

- 3.1 We are committed to preventing incidents of abuse including aggression and violence.
- 3.2 We believe that all customers and members of the public have the right to be heard, understood and respected.
- 3.3 We also believe our staff have these same rights and should not be subjected to violence, abuse or harassment whilst carrying out their duties.
- 3.4 We expect all customers and members of the public to treat our staff with courtesy and respect at all times.
- 3.5 We value our employees and will not tolerate any form of violent, threatening or aggressive behaviour towards them.

4. Aggressive or abusive behaviour

- 4.1 We understand that some individuals who approach us may be frustrated, distressed or angry for several reasons. These factors can make it difficult for them to communicate effectively with us, and for us to understand and communicate in return. However, if this leads to aggressive or abusive behaviour toward our staff, we consider this as a breach of this policy.
- 4.2 Examples of aggressive or abusive behaviour include:
 - (a) Hostile or threatening gestures;
 - (b) Threatening or offensive behaviour;
 - (c) Verbal abuse of either a personal or general nature by means of innuendo, raised voice or obscenities, including racist and sexist comments;
 - (d) Physical violence against a person such as hitting, kicking, seizing, pushing or punching; or
 - (e) Physical violence against an employee's personal or departmental property, possessions or objects.

5. Unacceptable or unreasonable behaviour

- 5.1 Examples of unreasonable behaviour include:
 - (a) Repeatedly demanding responses within an unreasonable timeframe;
 - (b) Insisting on seeing someone or speaking to a particular staff member when that is not possible;
 - (c) Repeatedly changing the substance of a complaint or raising unrelated concerns;
 - (d) Refusing to accept final decisions and sending excessive amounts of correspondence;

- (e) Insisting on outcomes that are unattainable, or by otherwise moving the goal posts or demanding your complaint or query be dealt with in a particular manner;
- (f) Providing disorganised, excessive or irrelevant information;
- (g) Being unwilling to define the issue of complaint;
- (h) Holding conspiracy theories unsupported by evidence; or
- (i) Irrationally interpreting facts or laws and refusing to accept other more reasonable interpretations.

6. Actions we take

- 6.1 In the event you are aggressive or abusive, at our sole discretion, we may decide to:
- (a) Advise you that your actions are considered offensive, unnecessary and unhelpful, and kindly ask you to stop;
 - (b) End the telephone call/live chat/appointment/meeting;
 - (c) Terminate all direct contact;
 - (d) Notify the police;
 - (e) Terminate your service after providing reasonable notice of our intent to do so; and
 - (f) Take any other action that we consider appropriate given the circumstances.
- 6.2 In the event you are behaving in an unacceptable or unreasonable manner, we may decide to:
- (a) Limit contact to telephone calls from you at set times on set days;
 - (b) Restrict contact to a nominated member of staff who will deal with future correspondence;
 - (c) See you by appointment only;
 - (d) Restrict contact from you to writing only;
 - (e) Return any documents to you or, in extreme cases, advise you that further irrelevant documents will be destroyed; and
 - (f) Take any other action that we consider appropriate given the circumstances.
- 6.3 We will always advise you which action we are taking and why (except in extreme situations where this approach is unsuitable), to provide you with the opportunity to change your behaviour before any restrictions are applied.
- 6.4 A written warning will be issued to you which will:
- (a) Identify the unacceptable behaviour;
 - (b) Explain why it is inappropriate;
 - (c) Explain the steps we have taken;
 - (d) Advise you that if this behaviour continues, restrictions will be put in place; and
 - (e) Advise you on how you can appeal the decision.
- 6.5 Decisions to restrict contact will only be taken after careful consideration of the situation by a senior staff member.

7. How to appeal a decision

- 7.1 If restrictions are placed on you, you have 10 working days to appeal the decision.
- 7.2 If you choose to appeal the decision, we will only consider arguments relating to the restriction and not to the original issue.
- 7.3 You must explain in writing why you wish to appeal against the decision. As an example, circumstances for an appeal could include informing us that:
- (a) your actions were wrongly identified;
 - (b) restrictions were disproportionate;
 - (c) restrictions will have a negative impact on you because of personal circumstances.
- 7.4 Pentanet management will consider the appeal and respond within 5 working days.
- 7.5 Pentanet management has the sole discretion to overturn or change the restrictions based on what they determine to be fair and reasonable.