

CUSTOMER CODE OF CONDUCT



Great Places sets out its promise to customers in its Service Standards which explain what you can expect from us.

It is important that this respectful relationship is two-way.

Here's how we expect to be treated by customers, whether we are meeting face to face, in groups or individually, or talking on the phone, in emails or on social media.

We ask our customers to ...

- Please show staff and other customers respect and courtesy
- Be reasonable and honest
- Work with us to find solutions to problems
- Help us to provide the best service we can

We will not tolerate ...

- Swearing or racist, sexist, homophobic or otherwise offensive language
- Any form of harassment or personal attack
- Aggressive, intimidating, threatening or violent words or behaviour

If our code of conduct is breached, we will take appropriate action – which could be legal action, where necessary – in accordance with our policies and your tenancy or lease agreement.