

POLICY

ADDRESSING IRRATE CUSTOMERS

Effective immediately, the office staff is hereby instructed, for their own protection, to follow the procedures outlined below when dealing with irrate customers received at the front counter:

- 1) no person(s) shall proceed behind the counter unless permission has been received from the office staff--the office staff has the authority to request that a customer return to the appropriate side of the counter
- 2) if satisfaction cannot be met between staff and the customer, which leads to the customer becoming verbally or physically abusive, the customer will be advised that his/her concern will be taken to the Mayor and the appropriate Council Committee involved
- 3) if the customer persists, he/she will then be asked to leave the office
- 4) if the customer fails to leave, he/she will be advised that the Ontario Provincial Police will be contacted and asked to have the customer removed from the premises

Staff are encouraged to remain calm and courteous when faced with a situation as outlined above in order to present himself/herself in a professional manner to the customer.

The Personnel Committee is to be notified as soon as possible by staff of the incident.

It is essential that staff fully document the occurrence immediately, with copies being provided to the Mayor and the Personnel Committee.

The above policy is made by the Personnel Committee recognizing that the staff should not be subjected to verbal or physical abuse in carrying out the duties as assigned by Council.

August 26 1998
Date

Helma M. Dabe
Signature - Vice, Personnel Committee