

Excluding abusive or disruptive customers from Council premises

Policy, procedure, protocol	Policy
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Related documents	Privacy Management Plan Complaints Handling Policy Customer Service
Author	Director Corporate & Governance
Section / Department	Governance & Organisation Performance
Linkage to Our Community Plan	5 Leadership
Objective	5.2 We will have an effective and efficient organisation
Strategy	5.2.4 Ensure a safe and healthy work environment

1. Purpose

This policy provides guidelines for staff and members of the public on the circumstances in which members of the public may be excluded from Council premises as a result of abusive or disruptive behaviour.

2. Eligibility

This Policy applies to all members of the public on Council premises, including any Council office building or depot, and includes the Grafton Regional Gallery and Council's Libraries.

3. Policy, protocol or procedure statement

Council is committed to providing a safe workplace for its staff and safe and comfortable public areas for its customers and the public.

To this end, the following actions/behaviours will not be tolerated on Council premises and the persons engaging in them will be asked to leave:

- (a) abuse, intimidation and/or harassment toward staff or any member of the public,
- (b) illegal acts, where an illegal act occurs on Council premises Council will take all reasonable action and contact the appropriate authority to ensure that the individual is held accountable for their actions.
- (c) soliciting, selling or canvassing other than in the course of conducting business with Council, and
- (d) loitering on premises in such a manner that causes concern for the safety and/or health of staff or members of the public.

If there is a repeat of this behaviour by that person, whether on the same or on any other Council premises, then the General Manager may advise that person in writing that they are excluded from Council premises for a period of time. The following table provides a guide as to the length of any exclusion period the General Manager may impose:

Period between incidents (or between the end of an exclusion period and the next incident)	Exclusion period
Up to 30 days	Up to 12 months exclusion
Between 1 and 3 months	Up to 6 months exclusion
Between 3 and 6 months	Up to 3 months exclusion
Between 6 and 12 months	Up to 1 months exclusion
Over 12 months	A further verbal waring

These are intended as guidelines only and the length of any exclusion period will be at the General Manager's discretion based on the seriousness of the incident and the past record of the offender.