



Relevant Legislation

- None relevant

General Information

The actions of staff members can diffuse a volatile situation and may prevent an assault on you or your colleagues.

If there is a threat of violence, the following tips may be of use:

DON'T

- Be hostile, aggressive or patronising
- Take abuse personally, often the anger is directed at the organisation
- Enter into an argument, back off!
- Lose your temper

DO

- Keep calm
- Keep reactions and hand movements to a minimum
- Summon assistance if possible
- Consider your position and give yourself room to escape
- Try and prevent the agitator 'playing to the audience' but without isolating yourself
- Give the agitator space, keep your distance
- Try to stand side on to the agitator as standing square on makes you a bigger target
- Be aware of your vulnerability, when working alone or in remote areas - always plan how you can escape or raise the alarm
- Observe if the agitator appears to be under the influence of drugs or alcohol
- Reassure the agitator even if they do not appear to listen
- Provide opportunities for the agitator to back down without losing face by providing options and asking for suggestions or solutions
- Recognise if the situation is becoming out of control
- Consider moving the situation into the sight line of a CCTV camera.

This RD-Doc MUST be read in conjunction with the following organisation documentation:

- Customer Feedback procedure
- Emergency Action Plan

MAKE SURE YOU HAVE DEALING WITH DIFFICULT CUSTOMERS COVERED!!

For more info and templates on dealing with difficult customers, email us at info@rightdirections.co.uk

or give us a call for a chat on **01582 840 098**