

Customer Code of Conduct

At Wigan Council, we welcome and encourage everyone to use our facilities and open spaces and want to make every contact you have with us a positive experience.

Our Customer Code of Conduct is intended to provide clear guidance as to the standards of behaviour expected from visitors our sites.

We ask our customers to...

- ♥ Treat our employees and fellow visitors with courtesy and respect
- ♥ Use our venues, equipment and property in an appropriate manner
- ♥ Wear appropriate clothing for the activity you're undertaking
- ♥ Pay the appropriate charges
- ♥ Adhere to all instructional signage
- ♥ Report incidents or concerns about the conduct of others to one of our employees immediately

We will not tolerate...

- ♥ The use of inappropriate or offensive language
- ♥ Any form of unacceptable behaviour or aggression as defined in our Customer Code of Conduct and Exclusion Protocol

While we will make every effort to engage and facilitate all customers, there may be occasions where behaviours cannot be tolerated. Whilst incidents are few, if our code of conduct is breached, we may take the following action to maintain a safe and enjoyable environment for the community:

- ♥ Implement and enforce exclusion protocols from our facilities and services
- ♥ Refer matters to the police with the intent of prosecution

CLASSIFICATION OF UNACCEPTABLE BEHAVIOUR

Classifications of Unacceptable Behaviour:

Unacceptable Behaviour generally falls into the following categories:

General Nuisance & Disruption

- Swearing which causes offence and distress to staff and customers.
- Disruption to staff and customers through inappropriate behaviour. For example, over rowdiness, slamming doors, making excessive noise, intentionally restricting access to facilities for others.
- Inappropriate use of Mobile Phones.
- Carrying out any activity that is not permitted in that facility, such as playing football in a corridor, recording or taking photographs of staff and members of the public without prior consent.
- Any behaviour which puts the Health and Safety of themselves or others at risk.

Non- Physical Abuse/Threatening Behaviour

- Abusive, threatening and derisory personal remarks and statements made directly at staff or customers.
- Any hate crime related behaviour.
- Harassment, for example stalking, letters or inappropriate use of Social Media.
- Any forms of non-physical aggression

Physical Abuse / Threatening Behaviour / Criminal Activity

- Actual physical contact with staff or customers which is intended to injure and/or intimidate such as spitting, pushing or striking (This may also lead to criminal charges)
- Any criminal activity including drug and alcohol related behaviour, carrying of offensive weapons.

Vandalism / Theft

- Deliberately Causing damage to the site or its contents or fixture and fittings. For example, breaking windows, writing graffiti, intentionally damaging books or lockers
- Theft of Council property or other customers property (This may also lead to criminal charges)

Visitors who experience or witness such incidents of unacceptable behaviour are encouraged to report them to a member of staff so that action can be taken.