



CITY OF CORNER BROOK

Policy Statement

Index	Communication	Section	Internal		
Title	Dealing with Difficult Individuals	Policy Number	12-03-03	Authority	Council
Approval Date	21 Jan 08	Effective Date	21 Jan 08	Revision Date	

Purpose:

From time to time, city employees may have to deal with difficult individuals. The purpose of this document is to outline a standard procedure allowing employees to effectively handle such situations in an efficient and professional manner.

Reference:

CPS07-90 Oct. 23/07

CC07-294 Nov. 5/07

CPS08-13 Jan. 15/08

Regular Meeting January 21/08 approved by Council Minute 08-08

Detailed Action Required:

When dealing with a difficult individual, either on the phone or in person, it is important to:

- Remain calm and polite;
- Actively listen to the individual while taking notes, if necessary, regarding the nature of the complaint;
- Upon completion of the complaint description, review the information gathered with the individual to ensure accuracy;
- Take responsibility and outline to the individual how the issue will be dealt with;
- Ensure contact information for the individual is recorded;
- Ensure the individual is given a date and time by which the appropriate authority should get back to them;
- Should the individual remain agitated and cannot be calmed, ask them to leave the building; and
- Furthermore, should the person refuse to leave, becomes increasingly agitated or threatening, call the RNC for removal from the premises.

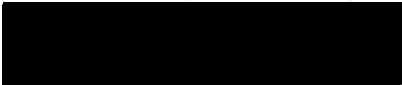
Should an individual attempt to move to an unauthorized part of the building:

- Immediately ask them to stop and remind them that such areas are for employees only.
- Should they continue moving toward an unauthorized area of the building:
 - inform them the RNC will be contacted to remove them from the premises; and
 - alert other offices in the building of the situation at hand.

NOTE: If, at any time, the person uses profane or derogatory language, raises their voice or becomes threatening, advise the person that such conduct is unacceptable and will not be tolerated. Furthermore, advise that if it continues, the conversation will end and they will be asked to leave (or the phone conversation will end). If they continue such conduct, end the conversation immediately. DO NOT escalate the situation by raising your voice, swearing or "talking down" to the person.

Remember, the issues that surface are likely to be very pertinent to the individual and they may be very frustrated because of them. Furthermore, staff are here to serve the citizens of Corner Brook in the most courteous and professional manner possible. However, the providing of that service does not require us to tolerate abusive conduct.

IN WITNESS WHEREOF this policy is sealed with the Common Seal of the City of Corner Brook.



MAYOR



CITY CLERK