

## **Unacceptable Action/Behavior Policy**

The policy aims to manage the unacceptable actions from the applicant/potential applicant leading to the following:

- Aggressive or Abusive Behavior.
- Unreasonable Demands.
- Unreasonable Levels of Contact.

### **Aggressive or Abusive Behavior**

Any aggression or abusive behavior towards CKGS staff will not be tolerated.

Aggressive or abusive behavior includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.

CKGS also considers inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations, to be abusive behavior.

### **Unreasonable Demands**

A demand becomes unacceptable when it starts to (or when complying with the demand would) impact excessively on the work of CKGS.

For example:

- Repeatedly demanding responses or actions within an unreasonable timeframe which is beyond the control of CKGS.
- Demand responses from several staff members on the same subject.
- Insisting on seeing or speaking to a particular member of staff when that is not possible.
- Repeatedly changing the substance of an enquiry or complaint or raising unrelated concerns.
- Repeatedly posing a question time and again, even after a response has already been communicated.

### **Unreasonable Levels of Contact**

Sometimes the volume and duration of contact made to CKGS staff by an applicant/potential applicant causes problems. Example: When applicant/ potential applicant inundates CKGS staff with emails or copies of information that have been already sent or that are irrelevant to the substance of the complaint or enquiry and many such related cases.

## **Managing Unacceptable Actions/ Behavior**

Following are the ways CKGS manages unacceptable actions/behavior from the applicant/potential applicant.

1. CKGS Staff will end telephone calls if they consider the caller aggressive, abusive or offensive. Our staff has the right to make this decision, to tell the caller that their behavior is unacceptable and to end the call if the behavior still persists.
2. Refuse to deal with further correspondence and in extreme cases CKGS may notify the Indian Embassy/Consulate in US. Following this CKGS will not enter into any conversation with such applicant/potential applicant. The applicant/potential applicant has to directly liaise with Embassy/Consulate for any further queries.