

**Direct Line:** 01246 242424  
**Please ask for:** Alice Willoughby  
**Our Ref:** BDC-[CaseNo]  
**e-mail:** [CCAdmin@bolsover.gov.uk](mailto:CCAdmin@bolsover.gov.uk)  
**Date:** [TodaysDate]

[ComplainantsName]  
[ComplainantsAddress1]  
[ComplainantsAddress2]  
[ComplainantsAddress3]

Dear [ComplainantsName]

**Re: Bolsover District Council's Customer Service Code of Practice and Standards Policy - Zero Tolerance.**

I am emailing you with regards to your recent contact with the Council. *Add Date/Method of Contact/Department*

I must advise you that the Council operates a zero tolerance towards unreasonable behaviour and would like to inform you of the Customer Service Standards & Code of Practice (please see attached).

The Council's Customer Service Standards & Code of Practice sets out the promises that Council Officers make to customers (page 7), which includes being welcoming and courteous and polite, fair and respectful to our customers. Within this standard the Council also request that our customers are courteous and respectful to Council Officers in return. I must advise you that any verbal threats or abuse towards Council Officers may lead to restrictions being put in place to access Council Services.

The Council has a duty to make reasonable adjustments to its services for individuals put at a disadvantage due to their disability compared with others who are not disabled. Please contact the Customer Standards and Complaints Officer if you wish to discuss reasonable adjustments.

I hope this explains the Council's position and you take this opportunity to modify your behaviour so that you can continue to have a positive relationship with this Council in future.

Yours sincerely

Customer Standards and Complaints Manager