

CMDMG - ANNEX A

Summary of changes from February 2024

Amendments February 2024

Annex A – amendment of wording

Changes Title - ~~Unacceptable client behaviour~~ Unsafe interactions and potentially violent persons

Body of Annex –

~~Unacceptable client behaviour~~ Unsafe interactions and potentially violent persons

The CMS has specified policies and procedures in place for cases where a client has acted in a way that is considered unacceptable unsafe. This includes situations where a member of staff has been threatened, harassed or abused by a client in writing, in person, or verbally.

For further guidance, see ~~CMS Unacceptable Customer Behaviour~~ Keep Customer Interactions Safe (KCIS) | DWP Intranet instructions.