

Anti-social behaviour (ASB) customer service standards

- Reports of ASB can be received digitally, in writing, in person, by telephone and by third parties
- All complainants will be asked to complete a risk assessment
- All high risk cases will receive a response by an ASB officer within two working days. These can include, for example, domestic abuse, hate crime, physical violence
- ASB officers will respond to all other categories of risk within five working days
- These responses will always include an initial action plan
- The ASB officer will agree a frequency of contact with the complainant(s) and keep to this
- The complainant(s) will be advised if the case is to be closed, and give the reasons why
- We will seek customer feedback to continuously review our services.

Aster defines hate crime as any crime or incident which is perceived by the victim or any other person to be motivated by a hostility or prejudice based on a person's race, religion, sexual orientation, disability or gender identity. Hate crimes can include but are not limited to:

- Threatening behaviour
- Assault
- Robbery
- Damage to property
- Inciting others to commit hate crimes harassment.

Domestic abuse can encompass but not limited to the following types:

- Psychological
- Physical
- Sexual
- Discriminatory
- Financial
- Emotional.