



MUCH WENLOCK TOWN COUNCIL

A POLICY FOR UNACCEPTABLE BEHAVIOUR

The Town Council is customer focussed with an aim to provide high quality services and value for money. However, from time to time, the Council receives complaints from members of the public who are not quite satisfied with a local service.

On receipt of a complaint the Council will endeavour to address the complaint as quickly and effectively as possible in a fair and impartial manner.

It is not uncommon for complainants to become short tempered when making a complaint, particularly if they feel that their complaint has not been dealt with in a timely manner or if the outcome has not met with their satisfaction.

The Council has a duty to ensure that its staff are treated respectfully and that they are not subjected to any unacceptable behaviour that is abusive, offensive or threatening. **The Town Council's staff will not tolerate abuse.**

If a complainant demonstrates unacceptable behaviour they will be told that their behaviour is unreasonable and they will be asked to change their attitude to one that is acceptable.

If the complainant continues to behave in an unacceptable manner the Council will take action to restrict the complainant's contact with staff. The complainant may also be asked to stay away from Council premises. Any restrictions imposed will be appropriate and proportionate and the following may be applied:

- the complainant may be asked to communicate in a particular form e.g. letters only;
- the complainant contact may be assigned to a named officer;
- telephone calls may be restricted to specified days and times;
- the complainant may be asked to enter into an agreement about their conduct.

In all most cases the Council will write to inform the complainant why their behaviour has been deemed to be unreasonable and unacceptable, and they will also be informed how long the action will be enforced and what procedure to follow if they wish to challenge the Council's decision should they disagree with it.

Should the complainant continue to behave in an inappropriate manner the Council reserves the right to terminate contact with the complainant and discontinue any further investigation into their complaint. **The Town Council's decision is final.**

Where the complainant's behaviour is so extreme that it threatens the immediate safety and welfare of the Council's staff, the Council will consider appropriate options, which may include reporting the matter to the police or taking legal action. In such cases the complainant will be given prior warning.