

# UNACCEPTABLE BEHAVIOUR

## APPROVED AND ADOPTED BY NEWBOROUGH PARISH COUNCIL ON 13<sup>th</sup> May 2013 – Reviewed March 2015

Newborough Parish Council acknowledges that its parishioners, Councillors and Officers have a right to be heard, understood and respected.

Occasionally, certain actions by parishioners can make it very difficult for the Parish Council to deal with their enquiry or concern.

In some cases the actions of some individuals may become unacceptable because the actions involve abuse of Councillors, Officers or processes. When this happens the Parish Council has to take appropriate steps and consider whether the action impacts on the ability of the Parish Council to do its work and to provide a service to parishioners and others.

People may act out of character in times of trouble or distress. The Parish Council does not view an action as unacceptable just because a person is forceful or determined but do consider actions that result in unreasonable demands on Councillors or Officers to be unacceptable. It is these actions that the Parish Council aims to manage under this policy.

### **Aggressive or abusive behaviour**

The Parish Council understands that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression towards Councillors or Officers then the Parish Council would consider that unacceptable and cannot be tolerated.

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

The Parish Council also consider inflammatory statements, remarks of a racial or discriminatory nature and unsubstantiated allegations to be abusive behaviour.

### **How aggressive or abusive behaviour will be managed**

The threat or use of physical violence, verbal abuse or harassment towards Councillors or Officers is likely to result in the termination of all direct contact with the abuser. Such incidents may be reported to the police and will always be reported to the police if physical violence is used or threatened.

Where correspondence (letter, fax or electronic) that is abusive to Councillors or Officers or contains allegations that lack substantive evidence is received the Parish Council will inform the sender that it considers their language offensive, unnecessary and unhelpful and ask them to stop using such language and will ask that the sender edit their correspondence to remove any offensive text and resend it. Should this request fail to be complied with then no response will be forthcoming. Should such behaviour become repetitious the Parish Council may elect to cease all communication with the offending individual.

Parish Clerk contact details;

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Document approved at Parish Council meeting on .....

Signed .....

B. Waite (Chairman)