



Public Participation Policy	Doc. Ref. CPC-UUBP
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# Unacceptable or Unreasonable Behaviour Policy

## 1. Purpose

This policy sets out how Chacewater Parish Council will manage correspondence and behaviour that is considered unacceptable, unreasonable, or abusive. The Council is committed to engaging openly and constructively with residents, while also ensuring the safety, dignity, and wellbeing of councillors, officers, contractors, and members of the public.

This policy supports the Council's duty to provide a safe working environment and to use public resources effectively.

## 2. Scope

This policy applies to:

- All forms of contact with the Council, including emails, letters, telephone calls, social media, and face-to-face interactions
- Behaviour directed towards councillors, the Clerk, officers, or anyone acting on behalf of the Council

## 3. Expected Standards of Behaviour

The Council expects all correspondence and interactions to be:

- Polite and respectful
- Non-threatening
- Constructive and relevant to Council business

The Council recognises that people may feel frustrated or upset when raising concerns and will always seek to respond proportionately and fairly.

## 4. Unacceptable or Unreasonable Behaviour

Behaviour may be considered unacceptable or unreasonable if it includes, but is not limited to:

### a) Aggressive or Abusive Behaviour

- Use of offensive, insulting, or derogatory language
- Personal attacks on councillors or officers
- Threats of harm, legal action, or intimidatory or threatening language

### b) Unreasonable Demands

- Repeated demands for responses within unrealistic timescales
- Excessive or repetitive correspondence on the same issue without new information
- Insistence on speaking to specific individuals without justification



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#### **c) Unreasonable Persistence**

- Continuing to pursue an issue after the Council has provided a final response
- Refusing to accept a decision properly made by the Council

#### **d) Vexatious or Malicious Contact**

- Correspondence intended to harass, cause distress, or disrupt Council business
- Making unfounded allegations against councillors or officers

## 5. Managing Unacceptable or Unreasonable Behaviour

Where behaviour is considered unacceptable or unreasonable, the Council may take one or more of the following steps, depending on severity and frequency:

- Issue a written warning setting out expected standards of behaviour
- Require future contact to be made in writing only
- Decline to respond to correspondence that is abusive or repetitive
- Restrict contact to a single point of contact (usually the Clerk)
- End meetings or telephone calls if behaviour becomes inappropriate
- Report threatening behaviour to the police where necessary

Any action taken will be proportionate and recorded.

## 6. Threatening or Abusive Behaviour

Any behaviour involving threats, harassment, or intimidation will be taken seriously. The Council reserves the right to involve the police and other relevant authorities where appropriate.

## 7. Review and Right to Appeal

Individuals who are subject to restrictions under this policy may request a review by writing to the Clerk. The review will be considered by the Chair of the Council (or a nominated councillor if the Chair is involved).

## 8. Equality and Fairness

This policy will be applied fairly and consistently. It does not affect the right of individuals to raise legitimate concerns, submit complaints, or make representations to the Council, provided they do so in an appropriate manner.

## 9. Review

This policy will be reviewed periodically to ensure it remains appropriate and effective.