

London Borough of Barnet
Adults and Communities

Unacceptable Behaviour Procedure

August 2016

Freedom of Information Act Protective Marking Information	
Protective marking	NOT RESTRICTED
Suitable for publication scheme	Yes
Title and version	Unacceptable Behaviour Procedure v0.4
Purpose	Managerial action
Relevant to	All Adults & Communities
Author	Reviewed by Nicola Carter/ Elissa Rospigliosi
Summary	Unacceptable behaviour procedure towards staff in Adults & Communities
Department	Adults & Communities
Date last reviewed	August 2016

London Borough of Barnet Adults and Communities

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- 1.1 Adults and Communities in the London Borough of Barnet is committed to providing a high quality service to those who complain, ensuring fairness, impartiality and confidentiality and will not normally limit the contact complainants have with their offices and staff. However, in a very small number of cases, a complainant's behaviour may become unacceptable including becoming abusive, offensive, threatening or intimidating. In such cases the department will take action to protect its staff from that behaviour.
- 1.2 When the department considers that a complainant's behaviour is unacceptable, we will tell them why we find their behaviour unreasonable and ask them to change it. If the unacceptable behaviour continues, we will take action to restrict the complainant's contact with our offices and staff.
- 1.3 The decision to restrict access to our offices will be taken by a member of Adults & Communities senior management team, not previously involved in the complaint. This could involve:
 - Limiting contact to a particular form, for example letters only
 - Limiting contact to a named officer or to specified times or days
 - Asking the complainant to enter into an agreement about their behaviour.
- 1.4 Any such decision will be communicated to the complainant in writing. We will also tell them how they can challenge the decision if they disagree with it.
- 1.5 Where a complainant continues to behave in a way which is unacceptable, the department may decide to terminate contact with that complainant and discontinue any investigation into their complaint.
- 1.6 Where the behaviour is so extreme that it threatens the immediate safety and welfare of the council's staff, other options will be considered, such as reporting the matter to the police or taking legal action. In such cases the complainant may not receive prior warning of that action.