



Unacceptable Behaviour: Restricting Contact

Members of the public contact us either in person, by phone, or through correspondence – letter, email or social media. Whether asking for a service, or seeking help and guidance, we are committed to dealing with all requests fairly and impartially and to providing a high quality of service when responding.

Occasionally, the behaviour of an individual can make it very difficult for us to deal with his or her concerns or requests. That person may, either through physical presence or verbal/written correspondence, either immediately or over a period of time, behave in a way that is considered unacceptable and inappropriate in terms of their contact with the National Park Authority.

In these circumstances, which will always be considered on an individual basis, it may be appropriate for us to limit our contact with an individual, for example by

- limiting contact to a particular form and/or frequency eg postal letters only;
- limiting contact to one named officer only;
- indicating that no further responses (to emails or letters) will be provided;
- preventing physical access to specified or all Authority premises;

Examples of behaviour that we might consider unacceptable include:

- Aggressive, abusive or offensive language;
- Inappropriate references to gender, culture, race or religion;
- Unreasonable demands, or requests designed to cause disruption or annoyance;
- Excessive or obsessive phone calls, emails or letters;
- Persistent refusal to accept explanations.

We recognise that some individuals may find it difficult to express themselves or to communicate clearly or appropriately. Where unacceptable behaviour is in evidence, we will always consider the needs and circumstances of the individual before deciding how best to manage the situation.

If, having considered the individual circumstances, we make a decision to restrict contact, the individual will be informed:

- why we have taken the decision;
- what action we are taking;
- the duration of that action;
- any right of appeal to the decision and the right to contact the appropriate supervisory authority (Local Government Ombudsman/Information Commissioner) about the fact that their behaviour has been treated as vexatious/unreasonable.

Each restriction will be reviewed on a regular basis.