



Policy on Unacceptable Behaviour from Third Parties

1. Purpose

The purpose of this policy is to ensure a safe and respectful environment for all staff members by clearly defining unacceptable behaviour from service users and outlining the procedures for addressing such behaviour.

2. Scope

This policy applies to all third parties interacting with staff members of Faculty of Advocates or FSL including those interacting remotely (e.g., via email or phone).

3. Definition of Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- **Verbal abuse**, including shouting, swearing, or derogatory remarks.
- **Behaviour or language** – whether oral or written – that may cause staff to feel afraid, threatened or abused.
- **Physical abuse** or threats of violence.
- **Harassment**, including sexual harassment or discriminatory remarks.
- **Intimidation** or bullying.
- **Unreasonable demands** or behaviour that disrupts the normal functioning of the organisation.
- **Unreasonable persistence** taking up a disproportionate amount of time or resources.

4. Managing Unacceptable Actions

We understand that some third parties will not or cannot accept that Faculty is unable to provide a level of service other than the one provided already or that we are unable to assist them further.

If a third parties' actions adversely affect our ability to do our work and provide a service to others, we may need to restrict the service user's contact with us to manage the unacceptable action.

We will not deal with correspondence (letter or electronic) that is abusive to staff or is offensive. The service user will be asked to stop using such language and staff will not respond to continued correspondence if this does not stop.

Faculty staff have the right to end telephone calls if the caller is considered aggressive, abusive or offensive. The member of staff will record a file note of the telephone call and the actions they considered to be unacceptable.

Staff will document any such incidents thoroughly.

If the unacceptable behaviour continues, appropriate action will be taken, which may include:

- Issuing a warning to the service user.
- Restricting the service user's access to services.
- Involving law enforcement if necessary.

A decision to restrict a third parties' contact may be reconsidered if the third party demonstrates a more acceptable approach.



Faculty will review the status of all third parties with restricted contact arrangements on a regular basis – suggested monthly review dependent on circumstances.

This policy will be communicated to all service users through inclusion in service user documents and on the Faculty website.

Effective Date: March 2025

Approved By: Faculty Office Bearers, March 2025.
