

Fillongley Parish Council

Unreasonably Persistent and Unreasonable Behaviour Policy

1. Purpose

The Council is committed to dealing with all residents fairly, openly and without discrimination.

However, a small number of individuals may pursue their concerns in a way that is excessive, abusive or places unreasonable demands on Council resources or staff.

This policy exists to:

- Protect staff and councillors from harassment or distress
- Ensure Council resources are used proportionately
- Allow legitimate concerns to be raised in a constructive way

This policy applies only to **behaviour**, not to the **validity of a complaint**.

2. Scope

This policy applies to:

- All correspondence, including email, letters, phone calls and in-person contact
- Complaints, FOI requests and other communications

It does not prevent a person from raising new issues.

3. Definition of Unreasonably Persistent Behaviour

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

- Repeatedly raising the same issues after they have been properly concluded
- Refusing to accept a decision without presenting new evidence
- Excessive or abusive emails, letters or telephone calls
- Personal attacks, allegations of bias or conspiracy without evidence
- Contacting multiple councillors and staff simultaneously about the same issue
- Attempting to reopen concluded matters
- Behaviour that causes distress to staff or interferes with the Council's ability to function

4. Before this Policy is Applied

Before restrictions are imposed, the Council must be satisfied that:

- The matter has been properly considered
- The complainant has been informed of the outcome
- Any right of review or appeal has been exhausted
- The complainant has been advised of their right to contact external bodies



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5. Decision-Making Process

The decision to apply this policy will be taken by:

- The Council
- Or the Chair and Proper Officer
- Or the HR Committee

The person concerned will be notified in writing.

6. Possible Restrictions

The Council may apply one or more of the following:

- Limiting the number of communications
- Requiring all contact to be in writing
- Refusing to respond to correspondence on concluded matters
- Designating a single point of contact
- Blocking abusive or harassing communication

Restrictions will be proportionate and reviewed regularly.

7. Review

Any decision under this policy will be reviewed after 6 or 12 months.

8. Equality and Safeguards

This policy will be applied fairly and without discrimination.

The Council will consider any disability, health or vulnerability issues before imposing restrictions.

9. External Rights

Nothing in this policy prevents a person from contacting:

- The Local Government Ombudsman
- The Information Commissioner
- The courts

10. Adoption

This policy was adopted by Fillongley Parish Council on 19th February 2026

Date approved/signature;

