

MONKS ELEIGH PARISH COUNCIL

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The Parish Council believes that the parishioners of Monks Eleigh have a right to be heard, understood and respected.

Occasionally, certain actions by people resident in the village make it very difficult for the Parish Council to deal with their enquiry or concern.

In a small number of cases, the action of some individuals becomes unacceptable because they involve abuse of Councillors, Council's Staff or Council's processes. In these circumstances the Parish Council feels that it is right to take appropriate steps and consider whether this type of action impacts on its ability to do its work and to provide a service to others.

The Parish Council does not view an action as unacceptable just because a person has a determined point of view or is forceful. We do understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. However if that anger escalates into aggression or abuse towards members of the Parish Council we will consider that unacceptable and will not tolerate such behaviour. The Council expects its elected members and staff to be treated courteously and with respect.

Aggressive or abusive behaviour includes language - verbal or written - that may cause Councillors and Staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.

Any member of the Parish Council who directly experiences aggressive or abusive behaviour from a member of the public, has the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation.

With the exception of such immediate decisions taken at the time of an incident, decisions to restrict contact with the Council and elected members will be taken after careful consideration of the circumstances by the Proper Officer of the Council. Wherever possible, the individual will always be given the opportunity to change their behaviour before such a decision is taken.