



## Unacceptable Actions Policy – Information for complainants

We fully recognise that when concerns about our service are formally raised through the complaints process you may be upset and distressed and understandably emotions can run high. Whether you are raising concerns about your own care or care of a loved one, staff are here to help you and will do so in a dignified and respectful way. It is expected the same courtesy is shown to them.

### What is unacceptable behaviour?

We define unacceptable behaviour as behaviour which shows characteristics of violence, aggression, discrimination, harassment, bullying, unreasonableness or a combination of these.

People may act out of character in times of trouble or distress. We do not view behaviour as unacceptable just because a complainant is forceful or determined. However, the actions of complainants who are angry, demanding or persistent may result in unreasonable demands on Renfrewshire HSCP or unacceptable behaviour towards staff.

Unacceptable behaviours can be grouped into three broad categories:

#### 1. Aggressive, Abusive or Violent Behaviour

This behaviour can include threats, physical violence, swearing, personal verbal abuse, derogatory remarks, rudeness, inflammatory statements and unsubstantiated allegations.

We expect staff to be treated courteously and with respect. We take a zero tolerance approach to all abusive behaviour.

#### 2. Unreasonable Demands

Demands may be considered unreasonable due to the frequency of requests for information, the nature and scale of the service expected, or the number of approaches made. Unreasonable demands can include demanding responses within an unreasonable timescale, continual phone calls or letters, or changing the substance of a complaint or raising unrelated concerns. In determining whether demands are unreasonable, we will look at the impact these demands are having on our ability to provide a service to others.

#### 3. Unreasonable Persistence

This behaviour can include continuing to pursue a complaint where the Renfrewshire HSCP Complaints procedure has been fully and properly implemented and exhausted. It can also include an unwillingness to accept the documented evidence of treatment or care, or the unwillingness to accept the complaint investigation findings, even when all concerns and questions have been clearly responded to.

**When unacceptable behaviour is being displayed, Renfrewshire HSCP reserves the right to put measures in place to protect staff and manage communication channels.**