



# Judicial Conduct Investigations Office

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## **JCIO Unreasonable Behaviour Policy**

This policy sets out what we consider to be unacceptable behaviour, and the actions we reserve the right to take if we consider a complainant's behaviour to be unacceptable.

Our staff will treat complainants with courtesy and expect the same in return. We will seek to understand your complaint and advise whether we can help. In the event that your complaint falls outside our remit, if they can, our staff will suggest who might be able to help.

## **Abusive/aggressive behaviour**

We recognise that not everyone will agree with the decisions we make. Although this may be frustrating for some, we will not accept abusive or aggressive behaviour towards our staff, or correspondence that we consider to be offensive. This includes, but is not limited to:

- Shouting
- Threats or abuse
- Using offensive or insulting language
- Using racist, sexist or any other discriminatory language
- Making unfounded allegations about our staff

## **Unreasonable behaviour**

We aim to respond to correspondence in a timely manner, while ensuring that our resources are used efficiently. We consider it unreasonable behaviour where communication puts excessive or unreasonable demands on the time of our staff.

Examples of this type of unreasonable behaviour include, but is not limited to:

- Persistent refusal to accept explanation of our decisions
- Excessive communication, such as excessive calls, emails or online portal comments
- Making unreasonable requests

## **Actions we might take**

We will explain what we consider to be unacceptable behaviour and ask for the behaviour to stop. If it continues we may:

- Terminate telephone calls
- Communicate in writing only

In cases of highly improper behaviour towards our staff, we may, exceptionally, decline to respond to any communications from the individual concerned for a specified period of time.

If we need to take this step, a senior manager will write to the complainant to explain what restrictions will be put in place, the reasons for doing so and how long they will last.

If threats are made to our staff, or others, or if we believe a crime may have been committed, we will inform the police.