

Policy Name:	Unreasonably Persistent Contact and Unacceptable Behaviour Policy
Policy Ref:	
Who it applies to:	Applicants, Members, other stakeholders, and anyone who interacts with CILEX
Date of Issue:	August 2017
Last Revision Date:	October 2025
Review Date:	March 2027
Version:	v2.4
Policy Type:	Corporate
Policy Owner:	Corporate Compliance Manager
Approved By:	Corporate Policy Review Panel
Equality Impact Assessment Screened	Yes
Contractual Terms and Conditions, which will be changed following legal requirements.	N/A

## Unreasonably Persistent Contact and Unacceptable Behaviour Policy

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# Introduction

This policy forms part of the Chartered Institute of Legal Executives' (CILEX) internal control and corporate governance arrangements. CILEX means here the Chartered Institute of Legal Executives and its subsidiary companies.

This policy details CILEX's response to unreasonable and unacceptable behaviour, documents the roles and responsibilities and outlines the main reporting procedures.

This policy is not contractual but is intended as a statement of current CILEX policy and its commitment to operate a fair procedure, taking into account statutory and other guidelines. CILEX therefore reserves the right to amend this policy and procedure as necessary to meet any changing requirements.

CILEX understands that whilst conducting its business, we are often approached by a range of people for a variety of reasons. The Equality Act 2010 introduced positive duties to eliminate discrimination, promote equality of opportunity and foster good relations, therefore, it is important that when we conduct our business, we respect the identity of the person or people with whom we are communicating with and whom we refer to.

We aim to provide an excellent level of service to everyone who contacts us. Everybody is entitled to be treated respectfully, courteously and in a polite manner.

Anybody who raises an issue with us, has a right to expect us to deal with it fully, fairly, and impartially.

When dealing with people, we do not normally limit the contact they have with us. However, our employees should not be expected to tolerate abusive, threatening, or offensive behaviour. Similarly, we should not be expected to deal with someone who, because of the frequency of their contact, hinders the work that we do.

If an individual has particular communication needs, for example if they have a disability, condition, or illness, we will accommodate these where appropriate.

This policy sets out the actions that CILEX can take when dealing with individuals displaying unacceptable behaviour or sending high volumes of vexatious communication which raises no new issues. This policy is expected to apply to very few people. No action under this policy will ever allow a potentially serious issue affecting employees or public safety to go un-investigated.

**CILEX reserves the right to refuse an application to membership, reinstatement of membership, enrolment or purchase of goods and services if behaviours displayed are deemed to be unacceptable.**

**If a member's behaviour is considered unreasonable or unacceptable, CILEX reserves the right to pass the information to the independent regulator for investigation against the CILEX Code of Conduct.**

**Under this policy, we consider consistent non-payment of invoices within the reasonable time as unacceptable behaviour and therefore, as per our Byelaws and Member Requirement Regulations:**

***'A Fellow' shall cease to be such if they:***

***Fail, within three months of the date on which it has become due, to pay any subscription or other sum payable by him or her, and the Group Board so resolves, except where the Fellow is under investigation by the Delegated Regulatory Body.'***

## Purpose and scope of policy

This policy exists in order to:

- provide guidance on how to manage Unreasonably Persistent Contact and Unacceptable Behaviour,
- define which behaviours are not acceptable to CILEX,
- ensure that employees are able to conduct day to day business without being adversely affected by the small minority of those individuals acting in an unreasonable manner; and
- ensure that all employees have a working environment that is conducive to good mental wellbeing.

## Responsibilities

**Line Managers** should ensure that staff are supported, and incidents are documented and escalated appropriately.

**Employees** have a responsibility under this policy to ensure the safety of their colleagues and stakeholders.

Report incidents and follow procedures for managing difficult interactions.

**The Corporate Compliance Manager** will ensure that this policy is reviewed at 18-month intervals. The policy will be revised as necessary to take account of stakeholder feedback, recommendations from the regulatory authorities, changes in legislation, or other relevant factors.

This Policy will be reviewed in March 2027.

## Legal Obligations

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<sup>1</sup> This applies to all other members.

Defamation, libel and threats against a person or property will not be tolerated and will be reported to the police and/or pursued through the courts.

Similarly, if we suspect any illegal activity is being carried out by a member, e.g. money laundering or fraud, we have a legal obligation to report this to the appropriate authority.

We will give serious consideration to the needs of individuals with a disability/mental health issue and will refer to the [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/equality-act-2010-guidance)

## References

Internal Policies related to this policy:

- Archive, Retention and Destruction Policy
- Charter and Byelaws
- CILEX Terms and Conditions
- Code of Conduct
- Corporate Complaints Policy
- Customer Service Standards
- Data Protection Policy
- Equity, Diversity & Inclusion Policy
- Fraud Policy
- Human Resources policies
- Information Security Policy
- Membership Reinstatement process
- Membership Requirement Regulations
- Privacy Policy
- Safeguarding Policy
- Social Media Policy
- Suspicious Activity Reporting Policy
- Whistleblowing Policy