

Policy Name:	Unreasonably Persistent Contact and Unacceptable Behaviour Policy
Policy Ref:	POL/UP/CC/CC/0011
Who it applies to:	Applicants, Members, other stakeholders and anyone who interacts with CILEX
Date of Issue:	April 2021
Last Revision Date:	Version 1.2 January 2021
Review Date:	January 2023
Version:	V1.2.1
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
Company Policy relates to:	Group

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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 to 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.

This policy sets out the actions that CILEX can take when dealing with either unreasonably persistent contact or unacceptable behaviour from people. 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, 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.

Purpose and scope of policy

This policy exists to provide guidance on how to manage Unreasonably Persistent Contact and Unacceptable Behaviour.

Responsibilities

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

It is the responsibility of the Corporate Compliance Manager to ensure that this policy is reviewed annually. 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 January 2023.

Legal Obligations

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.

References

Internal Policies related to this policy:

- Complaints Policy
- Customer Service Policy
- Data Protection Policy
- Electronic and Telephone Communications
- Equality & Diversity Policy
- Human Resources policies
- Privacy Policy
- Safeguarding Policy
- Social Media Policy