

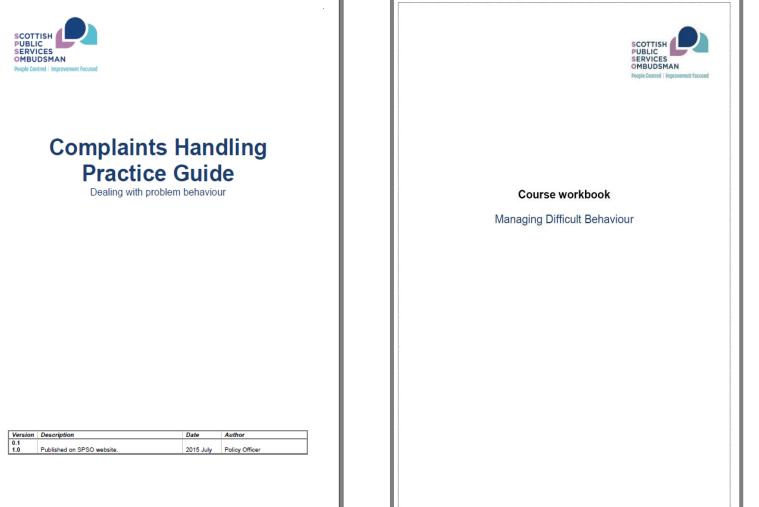
# Theme 3: Managing Challenging Behaviour

Challenging Behaviour: Beyond unacceptable?

Valerie Malloch Legal and Policy Officer Scottish Public Services Ombudsman

## SPSO policy, guidance, training

SCOTTISH PUBLIC SERVICES OMBUDSMAN People Centred   Improvement Focused Unaccepta Actions Pc			SCO PUB SER OME People
Our service is independent, impartial and free. We believe that complainants have a right to be heard, understood and respected. We work hard to be open and accessible to everyone. Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to deal with their complaint. In a small number of cases the actions of individuals become unacceptable because they involve abuse of our staff or our process. When this happens we have to take action to protect our staff. We also consider the impact of the behaviour on our ability to do our work and provide a service to others. This Policy explains how we will approach these situations.	What actions do SPSO consider to be unacceptable? People may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a complaint coming to cur office. We do not view behaviour as unacceptable just because a complainant is forceful or determined. In fact, we accept that being persistent may sometimes be a positive advantage when pursuing a complaint. However, we do consider actions that result in unreasonable demands on our office or unreasonable behaviour towards SPSO staff to be unacceptable. It is these actions that we aim to manage under this Policy.		<u>Versio</u> 0.1
Additional copies of this Policy are availab This Policy is reviewed on a regular basis to	le online and on request from SPSO. o make sure that its aims are being achieved.		1.0









MANAGING UNREASONABLE COMPLAINANT CONDUCT

PRACTICE MANUAL

2ND EDITION



### Increased incidence

## Pressure and impact on staff

Social media



"Words are not as satisfactory as we should like them to be, but, like our neighbours, we have got to live with them and must make the best and not the worst of them."



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#### Helping us review your complaint

The OIA is committed to providing a good service to everyone who brings a complaint to us. We will keep you informed throughout the process, collect relevant information, share that information with you, and try to answer queries you have.

We rely on the cooperation of everyone involved to help us complete our reviews as effectively as possible. There are a number of things that you (or your representative) can do to help us to review your complaint:

Cubmit your complaint as soon as you can

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# What's next?