



Theme 3: Managing Challenging Behaviour

Challenging Behaviour: Beyond unacceptable?

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SPSO policy, guidance, training

SCOTTISH PUBLIC SERVICES OMBUDSMAN
People Centred | Improvement Focused

Unacceptable Actions Policy

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 our 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.

Additional copies of this Policy are available online and on request from SPSO.
This Policy is reviewed on a regular basis to make sure that its aims are being achieved.

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Complaints Handling Practice Guide

Dealing with problem behaviour

Version	Description	Date	Author
0.1			
1.0	Published on SPSO website.	2015 July	Policy Officer

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Course workbook

Managing Difficult Behaviour



How did we get here?



**MANAGING UNREASONABLE
COMPLAINANT CONDUCT**

PRACTICE MANUAL

2ND EDITION



Why now?

- 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."

—Samuel Butler



Office of the Independent Adjudicator x + -

www.oiahe.org.uk/making-a-complaint-to-the-oia/helping-us-review-your-complaint.aspx

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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:

[Submit your complaint as soon as you can](#)



What's next?