



Weldon Parish Council

Code of Conduct - Public

No member of Weldon Parish Council should be required or feel obliged to deal with any customer either face to face, over the phone or in correspondence, who is exhibiting threatening, abusive or violent behaviour.

In any of these circumstances they have the right to refuse to serve that member of the public and should refer the person to The Chair or HR Committee Chair of Weldon Parish

Threatening and uncivil behaviour is defined as, but not limited to,

- threats of violence to any member of Weldon Parish Council, (civil right to report to the police)
- sexist, racist or homophobic; including intimidating language,
- swearing and/or aggressive body language,
- defamation of character.

It is very important that the Chair of the Council or HR Committee Chair speak to member who has been involved in any incident. Members should be aware that there are support avenues available to them

The refusal by a member of the public to be dealt with by any particular member of Weldon Parish Council for any reason such as gender or ethnicity is offensive and totally unacceptable. The person in question should not be given the opportunity to be dealt with by another member of the council unless the member specifically requests this.

In all circumstances involving potentially violent/threatening or abusive customers, the Chair of the Council, or Chair of HR Committee, should explain to the customer that their behaviour is unacceptable and the customer should be asked to apologise and/or behave in a civil manner. Subject to the customer's behaviour improving sufficiently, and where possible an apology received, the customer should be dealt with as normal.

#Members of Weldon Parish Council – all councillors and Clerk