

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

RECORD OF OFFICER EXECUTIVE DECISION

Date of Decision:	22 nd September 2026
Title:	New Unreasonable Behaviour Policy.
Decision Maker: (Including Job Title)	Judith Badger Executive Director – Corporate Services
Details of Specific Delegation or Delegation contained in the relevant Sub- Scheme of Delegation.	Appendix 9, section 3E of the Council Constitution (Corporate Services): The Executive Director of Corporate Services is authorised to discharge executive functions in relation to Complaints and other functions, any function not otherwise reserved to the Full Council, Cabinet, a committee of the Cabinet, a Member of the Cabinet, a joint Committee discharging executive functions or another local authority.
Decision:	1) To publish a new Unreasonable Behaviour Policy on the Council website effective from 28 th September 2026.
Reasons for the Decision:	A policy is required to set out what the Council defines as ‘unreasonable behaviour,’ and how customers will be managed if they behave in an unacceptable way or make excessive demands on Council services to the extent that staff cannot carry out their duties. This policy will apply to anyone communicating with the Council, regardless of the reason for contact, the nature of their enquiry, or the way with which they choose to speak to or comment about the Council. It is applicable to anyone who contacts or visits Council properties, premises, or offices, and includes relatives, friends, acquaintances, or representatives of customers, as well as representatives from external organisations.
Details of alternative options considered and rejected:	The alternative option is to not to create and publish a policy. Without a policy, difficult behaviour might not be appropriately dealt with in a consistent, clear and respectful way.

	In terms of complaints, both the Housing Ombudsman and Local Govt & Social Care Ombudsman recommend that organisations set out their approach to managing customers who present unacceptable behaviours. They advise that it is important that customers are aware of the policy so they know certain actions will be taken depending on the type and extent of the behaviour. They advise that it is also important to state how employees will be supported when dealing with this type of customer behaviour. Not having an Unacceptable Behaviour policy is not considered a feasible option.
Conflicts of interest declared by any Cabinet Member consulted by the decision maker which relates to the decision:	none
Dispensations Granted: (If any)	none
Conflicts of interest declared by the Decision Maker if they sit as a Cabinet appointed representative to an outside body which relates to the decision:	None
Dispensations Granted: (If any)	N/a
Reports or parts of reports relevant to the decision being taken:	None

I certify that this is a true record of the executive decision to:

Publish and implement, before 30th September 2026, a new Unreasonable Behaviour Policy on the Council website.

I confirm that in making this decision, due regard was given to the seven principles of public life.

Signed by the Decision Maker:



Dated: 22nd September 2026

Name: Judith Badger

Job Title: Executive Director of Corporate Services

If you require any assistance in the completion of the decision record please contact the Governance Team governance@rotherham.gov.uk