

North Marston Parish Council

Civility and Respect Policy

1. Introduction

North Marston Parish Council is committed to treating all councillors, staff, contractors, and members of the public with civility and respect in all interactions. Everyone has the right to be heard, valued, and treated courteously.

2. Purpose

This policy sets out the Council's expectations regarding behaviour and outlines how we will respond to incidents of bullying, harassment, or persistent unreasonable conduct. It supports the Council's legal and moral duty to provide a safe and professional environment.

3. Our Commitment

The Council will:

- Promote a culture of respect, tolerance, and professionalism
- Not tolerate bullying, harassment, or discriminatory behaviour from any party
- Support councillors and staff in reporting inappropriate conduct
- Respond to concerns in line with relevant procedures (e.g., Grievance, Disciplinary, Code of Conduct)

4. Definitions

- **Civility:** Polite, respectful, and courteous behaviour
- **Respect:** Valuing others' views, roles, and rights even when you disagree
- **Bullying:** Repeated offensive, intimidating, or malicious behaviour intended to undermine, humiliate, or injure
- **Harassment:** Unwanted behaviour that causes distress or violates a person's dignity

5. Expectations

All councillors, staff, and volunteers are expected to:

- Treat others with courtesy and respect at all times
- Avoid personal attacks, raised voices, or inappropriate language
- Listen carefully, even when there are differing views
- Challenge poor behaviour appropriately and constructively

6. Unreasonable Behaviour from the Public

Persistent or aggressive contact (in person, via email, or online) may be addressed under the Council's **Vexatious Requests and Unreasonable Behaviour Policy**, if adopted, or referred to appropriate authorities.

7. Reporting and Addressing Concerns

- Staff concerns should be raised with the Chair (or Vice-Chair, if appropriate).
- Councillor behaviour concerns may be addressed through the Monitoring Officer under the **Code of Conduct**.
- The Council will support informal resolution where possible, but will take formal steps if necessary.

8. Review

This policy will be reviewed every two years or in response to relevant incidents or legislation.

Adopted: 9th September 2025

Review date: May 2027 (every two years)