



Riverside Community Council Public Interaction Policy Statement

This statement has been written to support Community Councillors with their interactions with members of the public by establishing the behaviours that are expected to be shown by members of the public

In any interaction between a Community Councillor and a member of the public, residents are asked to please consider the following:

- Community Councillors are volunteers and have set aside some of their personal time to work for and behalf of the community
- Your Community Councillors work for you - work with them
- Community Councils require input and action from residents
- Community Councillors will serve the community with dignity, courtesy and respect. We expect that members of the public will also treat Community Councillors with dignity, courtesy and respect

Unacceptable Behaviour

We recognise that residents sometimes act out of character in times of anxiety or distress and can become angry and/or frustrated, we will make allowances for such circumstances.

We will not, however, accept behaviour from residents which is threatening and/or abusive or for demands that are beyond the scope within which a Community Council can act (please see additional guidance sheet).

These are defined as follows (but not limited to):

Threatening/Abusive- derogatory, offensive or rude comments or gestures which humiliate, intimidate, frighten or are demeaning, unsubstantiated allegations

Demands - setting unreasonable timescales, refusal to accept a decision, refusal to accept explanations on what a Community Council can/can't do.

If a community councillor considers that a resident is behaving in an unacceptable manner, they will politely explain that Community Councillors should be treated with respect and ask the resident to moderate their behaviour. However, if the behaviour continues the resident will be advised that the interaction will end. If the behaviour continues, the community councillor, can report the incident to fellow Community Councillors and consideration will be given to other actions that could be taken.

If the resident has behaved in a manner that is judged to be violent, or if they threaten violence, then the Community Councillor will immediately stop interacting with the resident, ensure they are safe and contact Police Scotland. Incidents of this nature should always be reported to the Community Council.