

Unacceptable Behaviour Policy

Purpose

This policy sets out the procedures to be followed when a client displays aggressive, abusive, or threatening behaviour (either verbal or physical) toward Not Beyond Redemption's (**NBR**) internal lawyers, staff, or volunteer lawyers. The aim of this policy is to ensure a safe working environment and maintain compliance with the Solicitors Regulation Authority (**SRA**) Code of Conduct.

Definitions

- **Verbal Abuse:** Swearing in a threatening manner, shouting, racist/sexist remarks, insults, or other inappropriate language.
- **Physical Aggression:** Threatening gestures, assault, damage to property, or any act of violence.
- **Unreasonable Behaviour:** Repeatedly refusing to cooperate, making excessive demands, or persistent hostility.

If a client is displaying a behaviour defined as above:

Procedure

- Ask the client to refrain from abusive language if in a meeting.
- If behaviour persists, end the call or meeting immediately.
- If the client is in custody - inform the Family Support worker in the prison.
- Inform a member of NBR staff to ensure an internal note is made on the master list.
- The client must be provided with a written warning to desist from the behaviour explaining that NBR will not be able to act for her if the behaviour persists.

Decision to cease acting

A supervising solicitor at NBR must:

1. Review the incident and determine whether it constitutes a *breakdown in trust and confidence*.

*[A break down in trust and confidence which arises from the client's instructions can be sufficient to end the 'retainer' under the Client Care Letter between the client and Not Beyond Redemption]**

2. Decide whether it is appropriate to cease to act under the NBR's Client Care Letter and SRA guidelines.

If Not Beyond Redemption decides to cease acting for the client:

1. Write to the client via letter/email explaining the reasons for NBR ceasing to advise and act for them.

*2019 SRA Code of Conduct for Solicitors:

Paragraph 3.2: You must ensure clients are not adversely affected if you end your instructions.

Paragraph 3.3: You can cease acting where it is reasonable to do so and where your client is given reasonable notice.

2. The client must be provided with reasonable notice that NBR will be ceasing to act.
[This is dependent on a case-by-case basis and should be confirmed by a supervising solicitor at NBR]
3. If in proceedings, apply to the court to come off the record where required citing the breakdown of the relationship between the client and NBR.
4. Ensure the client has copies of all the final documents on their file.

Record-Keeping

- Inform a member of NBR staff to make a note on the internal master lists.
- An internal list of clients where NBR has ceased to act under this policy shall be held.

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