

Patricia Ferguson MP – Glasgow West

Reasonable Communications Policy

My team and I will treat everyone who interacts with us with courtesy, respect, and fairness, and we expect those seeking assistance to do the same.

As an MP I am bound by Parliamentary protocol and can only assist those living within my constituency. Therefore, to assist you, I require your home address. Unfortunately, I cannot act on anonymous correspondence. Emails that I am only copied into will be noted but may not be responded to.

Occasionally, I receive communications that I deem to be unreasonable. Unreasonable communication (whether received via telephone, face to face or in written correspondence including on social media) includes, but is not necessarily limited to, the following:

- Using unacceptable language (i.e. offensive, abusive, derogatory, patronising, bullying, or discriminatory in any way).
- Any form of intimidating, harassing, or threatening behaviour
- Making inflammatory statements or raising unsubstantiated allegations
- Sending an excessive number of emails
- Leaving an excessive number of voicemails
- Repeatedly asking to speak to a specific member of the staff team, or refusing to speak to a particular member of staff
- Requesting responses in unreasonable timescales
- Refusing to cooperate with a reasonable request that will help us to assist you
- Refusing to accept a decision where explanations for that decision have been provided
- Continually contacting us while we are in the process of looking at the issue on your behalf, or are awaiting a response from a third-party
- Numerous calls or emails within a short period of time when you have already been informed that we need time to process your issue and are not adding any new information, or when you have been advised that we cannot, for whatever reason, provide further assistance.

Situations will be judged individually, and if anyone behaves in a way that is unreasonable, they may be subject to the following Reasonable Communications procedure:

1. I will request that the behaviour changes and issue a warning.
2. If behaviour persists, future communication will be in writing only.
3. If behaviour persists, I will cease all correspondence.
4. If after the above steps have been taken, unreasonable behaviour continues and depending on the severity of the behaviour, it may be reported to the police.

A clear warning will be given if communication becomes unproductive or unreasonable, providing an opportunity for this to be addressed before further action is taken, such as ending a call, ceasing communication, or closing a case.

My staff and I will always consider making reasonable adjustments to facilitate productive communication, such as using a different method of communication, providing communication in large print, or in coloured text.