# Sample letter: for specific action taken if challenging interaction continues despite earlier warning

Dear [person’s name]

I am writing about your ongoing [visits/calls/emails/letters] to us.

When [I/we] wrote to you on [insert date], [I/we] explained that your [language/behaviour/action] was [upsetting/unacceptable/taking up an unfair amount of our time and resources]. [I/we] said that if it continued, we would consider restricting your contact with us or stop considering your complaint.

Since that letter, you have continued this [language/behaviour/action on – insert as much factual detail as appropriate]. I have discussed this with [insert job title of senior colleague responsible for this decision] and we have decided to [restrict your contact with us/stop considering your complaint], in line with our policy.

[Option 1 (select as appropriate):] We understand that when people contact us, they may feel angry, upset or let down. But we also expect that our staff will be treated with courtesy and respect. Anger or threatening or abusive behaviour directed towards our employees is not acceptable.

[Option 2 (select as appropriate):] We understand that when people contact us, they may feel angry, upset or let down and want answers as quickly as possible. But we also have limited resources, including staff time, and we have to use this to be fair to everyone who needs us. This might mean we cannot respond to every [email/letter/complaint or issue] in the way you would like, if this would take up an unfair amount of time and resources.

[Possible actions (select as appropriate):]

We have decided to report this matter to the police.

Or

We have decided to restrict your contact in the following way: [include details of the restriction, how long it will be in place and how and when it will be reviewed and/or removed if behaviour improves].

Or

We have decided to stop considering your complaint. [Explain how the person will still be able to access care and/or services if appropriate.]

**Appealing our decision**

If you are unhappy with our decision, you can write to [insert contact details of senior leader or manager responsible for reviewing such decisions] to ask for a review of the decision and explain why you think the proposed action is unfair.

Yours sincerely