Luna's Fund

Managing Unreasonable Behaviour Policy

Approved by: Board of Trustees
Review: 3 yearly

Our Commitment

At Luna's Fund, we understand that many of the people who engage with us are living with grief, trauma, distress and anxiety. We recognise that strong emotions are often part of those experiences, and we are committed to responding with kindness, empathy and respect.

We want everyone who engages with the charity to feel heard and treated fairly, even when we are unable to provide the outcome they hoped for.

At the same time, we have a responsibility to protect the wellbeing of our staff, volunteers and trustees, and to ensure that our limited resources remain focused on our charitable purposes of supporting bereaved families.

This policy explains how we respond when communication and/or behaviour becomes difficult or places an unreasonable strain on the charity.

Our Approach

We will always try to:

- listen carefully
- communicate respectfully
- explain our decisions clearly
- be open to feedback and challenge
- consider new information where it is provided
- make reasonable adjustments where someone has additional needs

We understand that disagreement does not equal unreasonable behaviour and that people are entitled to question decisions, challenge outcomes and make complaints through our complaints process.

When We May Need to Take Additional Steps

Most concerns can be resolved through respectful discussion.

Occasionally, however, behaviour may make it difficult for us to continue productive communication or to fulfil our charitable work.

Examples might include:

- repeatedly raising the same issue after all stages of a review or complaint have been completed
- sending large numbers of emails, messages or calls in a short period
- contacting multiple members of the charity or third parties about the same matter after receiving a response
- making personal accusations against staff, volunteers or trustees

- using abusive, insulting or threatening language
- making repeated allegations without evidence
- attempting to pressure the charity into changing an eligibility decision outside its published criteria
- threatening or taking action intended primarily to disrupt the charity's work or damage our reputation
- threatening to overwhelm regulators, funders or partner organisations with complaints in order to force a decision
- continually changing the basis of a complaint.

Our aim is not to judge individuals, but to manage behaviour that prevents constructive dialogue.

Decisions About Support and Services

Luna's Fund establishes specific eligibility criteria for each of its services.

Not everyone who applies will meet the criteria for the service requested, and there will be occasions when the charity must say no.

Where this happens we will:

- explain the reasons for the decision
- provide information about any review or complaints process available
- consider any relevant new information that was not available when the original decision was made

After a decision has been reviewed through the appropriate process, there may come a point where the charity is unable to reconsider the matter further.

What We May Do

If communication becomes difficult, we will normally start by explaining our concerns and trying to agree a way forward.

Depending on the circumstances, we may:

- ask that communication remains respectful
- ask for communication to take place through a single named contact
- agree a timetable for responses
- request that correspondence is made in writing
- decline to respond repeatedly to the same points where no new information has been provided
- advise that our complaints process has been completed and that the matter is closed

Any action taken will be proportionate and considered carefully.

Protecting Our People

Our staff, volunteers and trustees have the right to work in an environment where they feel safe and respected.

We will not tolerate:

- harassment

- discrimination
- intimidation
- threats of violence
- abusive or hateful language

Where necessary, the charity may end a conversation, suspend contact, seek professional advice or report serious concerns to the appropriate authorities.

Closing a Matter

Sometimes a person may continue to disagree with a decision even after all available reviews have been completed.

In these situations we may write to explain that:

- the matter has been fully considered
- the charity's position remains unchanged
- no further review is available
- future correspondence on the same issue may not receive a substantive response unless significant new information is provided

We recognise that this can be disappointing, but it allows the charity to use its resources fairly for the benefit of all families it exists to support.

Annex:

A. Example wording for closing a matter

Annex A

Example wording for closing a matter

We understand that you are disappointed with this decision and appreciate that it may cause frustration.

We have carefully reviewed the information available and remain satisfied that the decision was made in line with the charity's eligibility criteria and responsibilities.

We recognise that you disagree with this outcome. However, our review process has now been completed and we do not have any further route of appeal available.

Unless significant new information is provided, we consider this matter closed.

We remain committed to communicating respectfully and ask that any future correspondence with the charity does the same.