

09/06/2010

Time of incident – around 2.15-2.30pm

Incident at 1 Parliament Street

[REDACTED]

[REDACTED] came in to 1 Parliament Street (1PS) to collect her Travel card, it was not one we had received. After speaking to [REDACTED] who was also present at 1PS at the time, I advised her that her card was on the list yet to be delivered but that we would request Barclaycard to prioritise the delivery of her card and advise her when it would be available. At this point [REDACTED] became hostile in her manner and tone and said she had been promised that her card would be here early this week by someone in the IPSA team and that she would not be leaving our office until she had her card. At this point [REDACTED] began to raise her voice and say she wanted her card delivered by 10am the next morning as she needed to travel [REDACTED] to [REDACTED] that day. I advised her that realistically Barclaycard could not produce and deliver her card in such a short turnaround. [REDACTED] then suggested that when he went back to the office to make further enquiries as to whether any Emergency cash/advance could be provided within her specified time frame. [REDACTED] then began to shout at [REDACTED] and said he should call Barclaycard from the phone at the reception desk and get her card to her that day. [REDACTED] advised that he would need to go back to the office to make the call as the contact details of who he would need to speak to at Barclaycard were on his computer. [REDACTED] then said he should get a colleague to go into his computer and provide him that information as she wanted him to call Barclaycard in front of her. She said she wanted to be contacted within the hour on her mobile which she gave to [REDACTED] but I advised her it was more likely to be later this afternoon as he needed to get back to the office and then get in touch with Barclaycard before he could give her any information. [REDACTED] also took [REDACTED]'s name and made comments that he and IPSA were incompetent.

[REDACTED] made calls to the Speaker of the House of Commons from the reception phone at 1PS and said we weren't providing her Travel card. She also called her office. [REDACTED] picked up the phone on several occasions during her time in the office when it rang and hung up on the caller and placed it off the hook next to her so that no calls could be answered during this time. I asked her not to do this but my request was ignored. [REDACTED] also requested that she not do that as the phone was used as an IPSA information line for documentation and by MP's and IPSA colleagues to contact the Documentation about specific enquiries. [REDACTED] responded by saying that it was her office calling but she could not have known that as she wasn't actually checking who was calling just putting the receiver on the table. [REDACTED] also apologised to her and said we would endeavour to get her card ordered as quickly as possible.

[REDACTED] was hostile to [REDACTED], stressing IPSA's in-competencies and demanded to know what she did before she worked for IPSA.

I then went through a Residential Rental agreement with her and completed the checklist. The AST had expired and I advised her we would need a letter from the landlord to confirm that the contract was rolling based on the original agreement. I also advised her that she would need to go onto E@W and declare her intention to claim for this property as until she had done this that we would not be able to scan her documents and complete our processing of the paperwork. She asked me to explain the exact process of how to do this which I explained in as much detail as I could but my knowledge of this database is limited. I requested that she call the Information line for assistance on the process she would have to follow as she wanted to know which fields to choose and where to find them on E@W. I apologised and explained to her that we did not have training on E@W to give her this assistance as we were the Property Documentation team and also that we did not have laptops or internet to get on the system. At this point [REDACTED] got extremely hostile and asked me what my job description was and said I was refusing to assist her and that all she should have to do to claim is provide the documentation to us which she had and that we should do the rest. I advised her what the function of the Documentation team was and said that although I would like to assist her I didn't want to give her the wrong information and again asked her to call the Information line for assistance on the number on the card I gave her. She said that they and IPSA were "nutty" which she wrote on the card and said we wouldn't be around for long. She took my name from my House of Commons badge and made a note of this and put some additional comments on a piece of paper and said she would be following this up with the Speaker of the House.

I advised her that her Residential Rental agreement would be processed as quickly as possible after we had received the letter from the landlord. She again questioned when [REDACTED] would be in touch, I again advised her that it would be hopefully be later this afternoon. After several other negative remarks regarding IPSA she left.

I feel she was extremely rude to [REDACTED], [REDACTED] and I and that her presence in the office caused a lot of disruption for other MP's and staff who were waiting to be assisted. This behaviour was unacceptable and we found it intimidating.

[REDACTED]

[REDACTED]

10/06/10

[REDACTED]

[REDACTED]

10/6/10

[REDACTED]

[REDACTED]

10/6/10

Reporting inappropriate behaviour

A complaint regarding bullying behaviour from [REDACTED], [REDACTED] MP for [REDACTED], towards myself, [REDACTED]. This behaviour took place late afternoon on 7<sup>th</sup> June in 1 Parliament Street.

2 Witnesses: [REDACTED] & [REDACTED] (who may have overheard some of the conversation)

Situation:

- [REDACTED] came into 1 Parliament Street and demanded her card in an abrupt manner "I want my travelcard! I was told last week it would be here today, so I would like it now!"
- I looked carefully for the card, but had no luck finding it. I politely informed [REDACTED] that her card was not yet with us, and that I would be happy to follow it up on her behalf.
- She aggressively interrupted in a raised voice before I finished the above sentence, demanding "Where is it? I was told last week it would be here today! You obviously lied to me. I want to know where it is now!"
- I again politely explained we were only giving out the cards on behalf of another team, but I would be happy to take down her contact details and chase up the whereabouts of her card, when I next managed to contact [REDACTED].
- To this she responded aggressively and snappily said "I'm not giving **you** my contact details! **You** already have my contact details! **You** shouldn't need to ask for them!" (Throughout which she insinuated the incompetence of IPSA and myself).
- She then went on to demand where her card is. "You are to tell me now! Where is my card! You are to tell me now!"
- I politely explained that I was aware that there had been some problems with the courier and that only half of the batch of cards had arrived last week, but I would contact [REDACTED] and ask him he could help with providing information as to when exactly her card would arrive.
- Again she rudely interrupted, "That's an outright lie! Couriers are given their products to deliver and they deliver them! This is obviously IPSA incompetence, so I want **you** to tell me where my card is now!"
- She proceeded to order me to phone [REDACTED] straight away, and stood over me whilst I did this.
- I tried to get through to [REDACTED], but unfortunately he was unavailable.
- I explained that unfortunately [REDACTED] was unavailable, but I would chase up her card as soon as I could/ as soon as I heard from him.
- To this she replied "How convenient!" in a sarcastic and menacing manner and insinuated again that I was lying.
- [REDACTED] proceeded to demand exactly where [REDACTED] was.

- To which I told her what I thought to be the truth; “that I was unsure, but he was probably in a meeting” (I later found out he was at a Funeral)
- To this she responded that was insufficient and grumbled about how incompetent we all are and stormed out of the room.
- Please note that throughout this whole incident [REDACTED] had an aggressive tone/manner, and she was very intimidating and belittling towards myself, with body language reflecting this. I was very close to tears by the time she left and I think if it had continued much longer I would have been visibly upset.

Signed:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]