Reported Incidents of behaviour of MPs towards IPSA staff

Incident one

Date: unrecorded
Member in lift – Asked how he was getting on with IPSA – the reply was 'awful', I offered help – he declined and said you're all fucking idiots.
Incident two
Meeting with MP
Date: Monday 26 th July 2010
greeted me very pleasantly. He had staff members in attendance at all times, which created an intimidating atmosphere at the points at which inappropriate.
After an initial discussion, I outlined the basic principles of the scheme. These were met with ridicule and derision by and his staff.
I then endeavoured to take through the basic processes of the system. At several times during the session, he exclaimed, "This system is a fucking abortion!" which I found deeply inappropriate and offensive. His staff laughed and agreed with this and other comments which made.
Other comments included, "It [the system/scheme] will make the only people who want to be mps rich people and losers"; "That lawyer (Sir Ian Kennedy) is a stupid [unable to recall exact expletive as I was thrown off guard by the whole situation – but it was an offensive swear word], he has no idea what we do"; and "I don't have a constituency office, but I might get one now to spend the budget because I am that pissed off".
At one point an external visitor entered the office. said to him, "I'm doing my fucking IPSA expenses; it's fucking shit!".
Incident three
MP
Date: Monday 10 May
Came to say that he would not be doing an induction session, throwing his personal details form across the desk at the facilitator (). When told that he would have to, became angry and patronising and would not accept the message. In addition to being angry and raising his voice, his body language and physical behaviour was unacceptable – he struck the laptop on the facilitator's desk and loomed over the facilitator in an intimidating manner. Incident witnessed by:

Incident four
MP
Date: unrecorded
Stormed out of induction session and came to reception to ask questions about the scheme. Was rude when staff (and and were unable to answer his questions; was loud and disruptive (blocking the reception desk from other MPs who wished to register – and taking a while to move when asked to do so). Walked off on a staff member () in the middle of her explanation, branding all the trainers and staff 'monkey'. Witnessed by:
Incident five
MP
Date: Tuesday 11 May
Very difficult and disruptive; angry, with anger directed towards volunteer (
Incident six
MP
Date: Wednesday 12 May
Complete unwillingness to engage with volunteer (
Incident seven
MP
Date: Wednesday 12 May
Didn't come for an induction session but came to one of the doors of the IPSA rooms (with and at reception desk) purely to criticise IPSA in an aggressive fashion. His comments included: "I am going to attack you at every step"; "I will be sending in FOI requests!";

"Ian Kennedy is an idiot – his whole Board are idiots". (He didn't say who he was – we identified him from the photo book.) Witnessed by:
Incident eight
MP
Date: Thursday 20 May 2010
Was very aggressive with the trainer (). Asked her how much she was being paid to provide the induction. When the trainer explained she was a volunteer, the MP asked what bonus she was getting. The trainer explained that she was not going a bonus, nor any other payment for providing the training. The MP said that she was going to submit an FOI request to find out what bonuses the trainer and her colleagues were getting. She asked for the name of the trainer and grabbed the trainer's name badge in doing so. Witnessed by: