

Subject	Vexatious Complaints / Enquiries, Abusive and Unreasonable Behaviour Policy	Status	For Publication
Report to	Authority	Date	06 June 2024
Report of	Head of Governance and Corporate Services		
Equality Impact Assessment	Not Required	Attached	N/a
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1 **Purpose of the Report**

- 1.1 To present the Vexatious Complaints / Enquiries, Abusive and Unreasonable Behaviour Policy for members of the Authority to consider and approve.
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2 **Recommendations**

- 2.1 Members are recommended to:
- a. **Approve the Vexatious Complaints / Enquiries, Abusive and Unreasonable Behaviour Policy attached at Appendix A.**
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3 **Link to Corporate Objectives**

- 3.1 This report links to the delivery of the following corporate objectives:
Effective and Transparent Governance

To uphold effective governance showing prudence and propriety at all times.

Maintaining relevant policies is a key element of good governance.

4 **Implications for the Corporate Risk Register**

- 4.1 The actions outlined in this report do not directly link to risks specified on the corporate risk register.

5 Background and Options

- 5.1 A need was identified to document a policy for how the Authority deals with the management of service complaints / enquiries which may be considered vexatious or repetitive, and behaviour which is deemed as abusive or unreasonable.
- 5.2 The policy has been drafted as attached at Appendix A. The policy aims to ensure that we deal with all complaints and enquiries in ways which are demonstrably consistent, fair and reasonable and to provide staff with a framework for how to manage vexatious and unreasonably persistent complainants in a consistent, proportionate and professional manner.
- 5.3 Members are asked to review and approve the Vexatious Complaints / Enquiries, Abusive and Unreasonable Behaviour Policy.

6 Implications

- 6.1 The proposals outlined in this report have the following implications:

Financial	None directly
Human Resources	None
ICT	None
Legal	None
Procurement	None

Jo Stone

Head of Governance and Corporate Governance

Monitoring Officer

Background Papers	
Document	Place of Inspection