



SALFORD PRIORS PARISH COUNCIL

UNREASONABLY PERSISTENT OR VEXATIOUS

CONTACTS/COMPLAINTS POLICY

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What are unreasonably persistent or vexatious contacts / complaints?

Salford Priors Parish Council is committed to dealing with complaints and contacts from residents in an open and transparent way that is fair and equal to everyone.

On the whole, dealing with complaints and contacts is a simple process but there are a small number of people who, because of the frequency, nature or tone of their contact with us, adversely affect our ability to do our job and provide a proper service to other residents. We will refer to these parties as 'unreasonably persistent or vexatious' and apply this policy.

For the purposes of this policy, unreasonable or unreasonably persistent parties are those who make contacts/complaints that:

- clearly do not have any serious purpose or value
- are designed to cause disruption or annoyance
- have the effect of harassing the Council or can be easily seen as obsessive or unreasonable.

Before applying this policy, the Council will carefully consider the circumstances of the case, including whether a legitimate concern has been raised, whether any new evidence has been provided, whether reasonable adjustments may be required, and whether any proposed restriction is proportionate and necessary.

Actions and behaviours of unreasonably persistent or vexatious complaints

Complainants or anyone acting on their behalf maybe deemed to be vexatious or unreasonably persistent if one or more of the following applies:

- Refusing to specify the grounds of a complaint.
- Repeatedly making personal accusations against councillors or officers without evidence after concerns have already been considered.
- Pursuing the same issue repeatedly through multiple routes in a way that creates unreasonable duplication or hinders resolution, for example contacting the Council, councillors and external organisations simultaneously about the same matter.
- Changing the basis of the query/complaint as the investigation moves forward and/or denying earlier statements.
- Raising trivial information and expecting this to be taken into account or raising lots of detailed but unimportant questions and insisting they are answered.
- Recording private meetings or conversations without notifying those present, where this causes disruption or prevents the matter being handled appropriately.
- Making excessive demands on the Council or its officers while a complaint is being dealt with.
- Sending a high volume of letters, emails and/or phone calls.
- Making repeat contacts / complaints after the matter has been fully investigated and completed.
- Refusing to accept the final decision on a matter.
- Refusing to accept a matter is outside the remit of the complaints procedure.
- Persistently contact the Council through different routes about the same issue.
- Someone who is not looking to resolve a matter, but is looking to cause unnecessary difficulties or problems to the Council.
- Refusing to accept that matters aren't within the Council's power to investigate if the matter is the responsibility of another organisation.

If a party isn't happy with the outcome of their complaint and wishes to challenge it, this is not necessarily grounds to label them as 'unreasonably persistent'.

How we will decide to implement this policy

This policy will be used as a last resort once all measures have been taken to resolve issues under the Council's normal procedures. We will make sure we have communicated appropriately with the party and make sure no new information that will affect the decision has been put forward.

The party will receive one written warning confirming that if their actions/behaviour continues, it will result in the Council treating them as 'unreasonably persistent or vexatious' and future contact may be restricted.

The decision to classify contact as unreasonably persistent or vexatious will normally be made by the Clerk in consultation with the Chair of the Council (or Vice-Chair in the Chair's absence). The decision and reasons will be reported confidentially to the next meeting of the Council.

In cases involving threats, harassment, intimidation or abusive behaviour, the Council may apply restrictions immediately without prior warning.

This policy will not be implemented until approved by the full council.

Aggressive complaints

On occasions a complainant can go from being unreasonably persistent to offensive, abusive or threatening, none of which will be tolerated.

Complaints will be seen to be vexatious in any situation where violence or abusive language has been used or threatened towards Councillors, staff or their families at any time. This will mean personal contact with the complainant will be stopped and they will only be allowed to contact the Council in writing. All such incidents will be logged and reported to the Police.

Deciding to restrict contact

According to the level and nature of the party's contacts with us, the following actions may be taken:

- Requesting contact in a specific form (e.g. by letter only).
- Requesting contact be made with a named officer only.
- Setting the number of phone calls that will be accepted (e.g. one call a week).
- Refusing to deal with future correspondence on the same matter if a decision has already been reached.

The party will receive a copy of this policy with a covering letter explaining that the policy has been applied and how it will affect their contact with us. The letter will outline the length of time the restrictions will be in place and how they can ask for the restricted status to be reviewed at the end of this period.

Restrictions will normally apply for up to six months and will then be reviewed. They may be extended where behaviour continues and the Council considers this necessary and proportionate.

Appealing a decision to restrict contact

A complainant can appeal the decision to place them on the 'unreasonably persistent or vexatious contact list' within 15 days of being notified of our decision.

Appeals must be made in writing with reasons why the complainant wishes to appeal and sent to the Chair of the Council (or Vice-Chair if the Chair was involved in the original decision). The appeal will be considered, where possible, by councillors not involved in the original decision.

Recording and reviewing restrictions

If a decision is made to apply the policy, this information will be recorded and shared with the Council (personal details will not normally be included unless necessary for safeguarding or administration purposes).

Any further correspondence from the party will be read in the event of any further significant information. Any new matters raised about new issues by people who have come under this policy will be treated on their merits.

A decision to restrict contact may be reconsidered if the party shows a more acceptable and consistent approach in their contact with the Council.