



Wellingborough Town Council

Compliments and Complaints Procedure

Compliments

- a. If a compliment about procedures, administration or the actions of any of the Council's Officers is notified orally to a councillor, or the Town Clerk to the Council, a written record of the compliment will be made.
- b. If the compliment refers to the Town Clerk, he or she should be advised to write to the Chairman of the Staffing Committee.

(a) On receipt of a written compliment, the Town Clerk will congratulate the person receiving the compliment and keep a written record to be included as part of the Officer appraisal.

(b) Where the Town Clerk or a Councillor receives a written compliment about the Town Clerk's actions, he or she shall refer the compliment to the Chairman of the Staffing Committee. On receipt the Chairman of the Staffing Committee will congratulate the Town Clerk, keeping a written record to be included as part of the Officer appraisal.

Complaints

- a. If a complaint about procedures, administration or the actions of any of the Council's Officers is notified orally to a Councillor, or to the Town Clerk, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
- b. The complainant will be asked to put the complaint in writing by e-mail to the Town Clerk clerk@wellingboroughtowncouncil.gov.uk

An acknowledgement of this complaint will be received within three working days. The complaint will be dealt with within 28 days of receipt. Refusal to put the complaint in

writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is.

- c. If the complainant prefers not to put the complaint to the Town Clerk (because the matter relates to the Town Clerk, for example,) they should be advised to write to the Chairman of the Staffing Committee.
- d. (a) On receipt of a written complaint, the Town Clerk (except where the complainant is about their own actions) or Chairman of the Staffing Committee (if the complaint relates to the Town Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her, an opportunity to comment. Efforts should be made to resolve the complaint at this stage. If a meeting is arranged, seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing both parties the opportunity to read the material in good time for the meeting.
- e. As soon as possible after the decision has been made the complainant and person complained about will be notified in writing of the decision and any action to be taken.

Policy On Dealing with Abusive, Persistent Or Vexatious Complaints And Complainants

Introduction

- This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatious' and ways of responding to these situations.
- In this policy the term habitual means 'done repeatedly or as a habit'. The term vexatious is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'. This policy intends to assist in identifying and managing persons who seek to be disruptive to the Council through pursuing an unreasonable course of conduct.
- The term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 2018 and reference to the complaints procedure is, where relevant, to be interpreted as meaning request under those Acts.
- Habitual or vexatious complainants can be a problem for officers and councillors. The difficulty in handling such complainants is that they are

time consuming and wasteful of resources in terms of Officer and Councillor time. While the Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.

- Raising of legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.
- The aim of this policy is to contribute to the overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

Habitual or Vexatious Complainants

- For the purpose of this policy the following definition of habitual or vexatious complainants will be used:

The repeated and/or obsessive pursuit of: -

1. *unreasonable complaints and/or unrealistic outcomes; and*
or
reasonable complaints in an unreasonable manner

- Prior to considering its implementation the Council will send a *summary* of this policy to the complainant to give them prior notification of its possible implementation.
- Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in Section 3, the Council will seek agreement to treat the complainant as a habitual or vexatious complainant for the appropriate course of action to be taken. Section 4 details the options available for dealing with habitual or vexatious complaints.
- The Town Clerk on behalf of the Town Council will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken. North Northamptonshire Ward Councillors will also be informed that a constituent has been designated as a habitual or vexatious complainant.

- The status of the complainant will be kept under review. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

Definitions

- The Town Council defines unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the council, hinder the Council's consideration of their or other people's complaints. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.
- Examples include the way or frequency that complainants raise their complaint with officer or how complainants respond when informed of the Council's decision about the complaint. Common attributes of an unreasonably persistent and/or vexatious complainant are listed in Appendix One to this document.

Imposing Restrictions

The Town Council will ensure that the complaint is being, or has been, investigated properly according to the adopted complaints procedure.

In the first instance the Town Clerk will bring any cases of a possibly abusive, persistent or vexatious complaints or complainants to the Full Council at the earliest opportunity.

Actions will be tailored to deal with the individual circumstances of the complainant. The Council may choose from, but is not limited to, any of the following courses of action:

- a. Banning the complainant from making contact by telephone except through a third party e.g. solicitor/councillor/friend acting on their behalf
- b. Banning the complainant from sending emails to individual and/or all council officers and insisting they only correspond by letter
- c. Requiring contact to take place with one named officer only
- d. Restricting telephone calls to specified days / times / duration
- e. Requiring any personal contact to take place in the presence of an appropriate witness
- f. Letting the complainant know that the pc will not reply to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated officer should be identified who will read future correspondence)

When the Council decides to take action against a complainant it will also decide a reasonable period for review of the restrictions, which in the case of a councillor must be temporary pending the outcome of the Code of Conduct complaint. The action taken must be proportionate and still enable the councillor to conduct their elected duty.

When the Town Council has taken the decision to apply this policy to a complainant, the Town Clerk will contact the complainant in writing to explain:-

- Why the decision has been taken
- What action is being taken
- The duration of that action

The Town Clerk will enclose a copy of this policy in the letter to the complainant.

Where a complainant continues to behave in a way which is unacceptable, the Council may decide to refuse or restrict all contact with the complainant and stop or suspend any investigation into their complaint.

Where the behaviour is so extreme, or it threatens the immediate safety and welfare of officer, other options will be considered, e.g. the reporting of the matter to the police or taking legal action. In such cases, the complainant may not be given prior warning of that action.

New complaints from complainants who are treated as abusive, vexatious or persistent
New complaints from people who have come under this policy will be treated on their merits. The Council will decide whether any restrictions which have previously been applied are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported of ignoring genuine service requests or complaints where they are founded.

The fact that a complainant is judged to be unreasonably persistent or vexatious and any restrictions imposed on our contact with him or her, will be recorded and notified to those who need to know within the Council.

Review

The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Council after a period agreed by the Council and then at the end of subsequent periods determined by the Council within the period during which the policy is to apply. If the Council does not agree a different period for these reviews, then the default period will be three months.

The complainant will be informed of the result of this review if the decision to apply this policy has been changed or extended.

Record Keeping

Adequate records will be retained by the Town Clerk of the details of the case and the action that has been taken. Records will be kept of:-

- The name and address of each person who is treated as abusive, vexatious or persistent
- When the restriction came into force and ends
- What the restrictions are
- When the person and Council were advised

Appendix One

An unreasonably persistent and/or vexatious complainant may have the following attributes:

(the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

- a. Have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- b. Refuse to specify the grounds of a complaint despite offers of assistance
- c. Refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- d. Refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure
- e. Refuse to accept that issues are not within the power of the council to investigate, change or influence.
- f. Insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (e.g. insisting that there must not be any written record of the complaint)
- g. Make what appear to be groundless complaints about the officer dealing with the complaints, and seek to have them dismissed or replaced
- h. Make an unreasonable number of contacts with the Council, by any means in relation to a specific complaint or complaints
- i. Make persistent and unreasonable demands or expectations of officer and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to numbers, frequent and/or complex letters, faxes, telephone calls or emails)

- j. Harass or verbally abuse or otherwise seek to intimidate officer dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by the use of offensive and racist language
- k. Raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- l. Introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on
- m. Change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- n. Deny statements they made at an earlier stage in the complaint process
- o. Electronically record meetings and conversations without the prior knowledge and consent of the other person involved
- p. Adopts and excessively 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the Council, but at the same time with a Councillor of Parliament, other councils, elected councillors of this and other councils, the council's independent auditor, the Standards Board, the police, solicitors.
- q. Refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- r. Make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure
- s. Persistently approach the council through different routes about the same issue
- t. Persist in seeking an outcome which we have explained is unrealistic for legal or policy (or other valid) reasons
- u. Refuse to accept documented evidence as factual
- v. Complain about or challenge an issue based on an historic an irreversible decision or incident
- w. Combine some or all of these features