



Unreasonable Complainant Behaviour

Policy Statement

Introduction

North Herts District Council is committed to dealing with all complaints fairly and impartially and to providing a high standard of service to those who make complaints. We value feedback from our customers so that we can continue to improve our services and recognise where we are doing well. If things have gone wrong as a result of our actions we aim to put them right.

Details of the Council's complaints procedure can be found here ([link to website](#))

We have a duty to make sure that public money is spent wisely and achieves value for complainants and the wider public. We also have a duty to protect the safety and wellbeing of our staff.

Whilst we do not normally limit the contact complainants have with us, in some cases it is necessary to do so because the nature or frequency of a complainant's contact hinders our ability to consider theirs, and other people's complaints. We refer to these as serial, persistent or vexatious complainants.

We have a clear policy in place which sets out how staff should deal with unreasonable complainant behaviour.

Our Policy

- All complaints will be dealt with fairly and impartially following the Council's 3Cs process.
- Unreasonable behaviour by complainants including vexatious, serial and persistent complaints may result in a case review which could lead to contact being limited or restricted.
- In a limited number of cases contact may be stopped altogether and legal action may be considered.