



Oswestry Rural Parish Council

CODE OF PRACTICE FOR DEALING WITH PERSISTENT/UNREASONABLE/VEXATIOUS COMPLAINTS

Occasionally the parish council receives complaints from members of the public and these are dealt with in accordance with the council's Complaints Procedure. However, there may be times when a complainant is not satisfied with the council's response and this Code of Practice is designed as a guide to deal with complaints that the parish council considers to be persistent, unreasonable and/or vexatious.

The clerk is responsible for the council's administration and complaints can be time consuming and can lead to unnecessary additional cost to the council taxpayer. In the event that a complainant begins to make frequent contact with the clerk and hinders the normal day to day running of the parish council, the clerk will implement a procedure for dealing with persistent/unreasonable/vexatious complaints.

PROCEDURE

When a complaint is deemed to be persistent, unreasonable and/or vexatious the complainant will be notified that the council's procedure for dealing with persistent, unreasonable and/or vexatious complaints will be enforced, together with the reason why. The complainant will then be asked to adopt one or all of the following procedures:

1. To contact the parish council in a particular form (for example, letters only) and addressed to the clerk or the chairman;
2. to restrict telephone calls to specified days and times; and/or
3. be asked to enter into an agreement about future contact with the council.

Where a complaint is deemed to be persistent/unreasonable and/or vexatious, the council will inform the complainant how the complaint is being dealt with. The council will decide how much time will be spent on any one complaint and whether the complaint has been sufficiently dealt with.

Should the complainant challenge the council's decision they will need to provide proof that the complaint has not been sufficiently dealt with after which the council may conduct a review of the complaint and re-consider whether the complaint should still be treated as persistent, unreasonable, and/or vexatious.

If a complainant persists in communicating with the council after the council considers their case closed, the council reserves the right to terminate further communication.

Adopted: 29 October 2019

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