

# BRIDGEND COUNTY BOROUGH COUNCIL

## REPORT TO CABINET

22 JANUARY 2019

### REPORT OF THE HEAD OF LEGAL AND REGULATORY SERVICES

#### UNREASONABLE BEHAVIOUR/VEXATIOUS COMPLAINANT POLICY

##### 1. Purpose of Report

- 1.1 To present to Cabinet the Unreasonable Behaviour or Vexatious Complainant Policy for approval.

##### 2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 The Policy contributes to maintaining the probity of the Council and its ability to implement the Corporate Improvement Plan and all Corporate Priorities.

##### 3. Background

- 3.1 Most of the contact the Authority has with members of the public (customers) is positive. However in a minority of cases the contact is not positive and customers pursue their requests for a service or complain in a way that is unreasonable. This can have a negative impact on the way that their complaint is handled and on the Authority's ability to provide services to other customers.
- 3.2 The Authority does not currently have a policy to deal with unreasonable customer behaviour and complaints and vexatious requests. Having a policy will help officers to understand clearly what is expected of them, what options for action are available and who can authorise these actions. It can also be shared with customers and help manage their expectations and explain that certain behaviours should not be tolerated.
- 3.3 It is recommended that a customer should be given an opportunity to moderate their behaviour and in particular with persistent complaints any actions should be proportionate to the nature and frequency of the complainant's current contacts.

##### 4. Current situation / proposal

- 4.1 The policy attached as **Appendix 1** sets out how the Authority will deal with unreasonable customer behaviour or vexatious complaints.
- 4.2 In summary, the key provisions of the policy include:
- Aggressive or abusive behaviour
  - Unreasonable demands
  - Unreasonable persistence
  - Reviewing a decision to restrict contact

## **5. Effect upon Policy Framework& Procedure Rules**

5.1 There is no impact on the policy framework and procedure rules.

## **6. Well-being of Future Generations (Wales) Act 2015 Assessment**

6.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

## **7. Equality Impact Assessment**

7.1 There are no equality implications.

## **8. Financial Implications**

8.1 There are no financial implications.

## **9. Recommendation**

9.1 Cabinet is recommended to approve the Policy attached as Appendix 1.

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## **Background Documents**

None