



Learning Development Unit (Quality)

**Procedure for Responding to Unreasonably Persistent and /or Vexatious Complainants**

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| <b>PROCEDURE NO</b>        | <b>QAL/047/000</b>                          |
| <b>MANAGEMENT AREA</b>     | <b>Principal</b>                            |
| <b>APPROVED BY</b>         | <b>Senior Management Team</b>               |
| <b>AUTHOR</b>              | <b>John Charleton</b>                       |
| <b>DATE ISSUED/REVISED</b> | <b>29 April 2008 (1<sup>st</sup> issue)</b> |



## **PROCEDURE FOR RESPONDING TO UNREASONABLY PERSISTENT AND/ OR VEXATIOUS COMPLAINANTS**

### **1. PURPOSE**

- 1.1 This document sets out the procedure for responding to complainants who the College considers to be unreasonably persistent and vexatious.

### **2. MANAGEMENT RESPONSIBILITY**

- 2.1 Principal

### **3. DEFINITION**

- 3.1 The College considers unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the College, hinder the consideration of their's or other people's complaints.

- 3.2 An unreasonably persistent and/or vexatious complainant may include one or more of the following features:

- have insufficient or no grounds for their complaint;
- refuse to co-operate with the complaints investigation process;
- refuse to accept that certain issues are not within the remit of the complaints procedure;
- insist on the complaint being dealt with in ways which are incompatible with the complaints procedure;
- make an unreasonable number of contacts with the College by any means in relation to a specific complaint or complaints;
- make persistent and unreasonable demands or expectations of staff and/or the complaints procedure;
- harass, verbally abuse or seek to intimidate staff dealing with their complaint (the College reserves the right to take legal action);
- refuse to accept the outcome of the College's complaints procedure after its conclusion

### **4. DESCRIPTION**

- 4.1 If a member of staff considers that a complainant falls within the above definition of unreasonably persistent and/or vexatious they should inform the Vice Principal (Curriculum & Quality) and submit their reasons in writing.

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- 4.2 The decision to consider a complainant as being unreasonably persistent or vexatious shall be made by the Vice Principal (Curriculum & Quality), in consultation with the Quality Manager, after reviewing the evidence.
- 4.3 The complainant shall be notified of the College's decision in writing and advised of any restrictions placed on their future contact with College staff and of his/ her right of appeal to the Principal. An appeal to the Principal is the final stage of this College procedure.
- 4.4 The decision shall be subject to review every 6 months.

**5. Related Documents**

Complaints and Accolades Procedure (QAL004/000)

**6. Distribution**

Staff via the intranet.

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