



Vexatious and Unreasonably Persistent Complaints Policy

1. Purpose

This policy sets out how the Council will manage unreasonable, persistent, or vexatious complaints and correspondence, ensuring fair treatment while protecting Council resources.

2. Definition

A complaint or request may be considered vexatious where it is obsessive, harassing, repetitive, or disproportionate in nature, and where it imposes an unreasonable burden on the Council.

3. Indicators of Vexatious Behaviour

The Council may consider behaviour vexatious where a complainant:

- Continues to pursue a matter that has already been fully investigated and responded to
- Makes repeated complaints about the same issue with no new evidence
- Submits excessive or overlapping requests
- Uses abusive, threatening, or inflammatory language
- Refuses to engage with the Council's procedures

4. Procedure

- The Clerk will review the correspondence and, where appropriate, recommend classification as vexatious
- The decision will be approved by the Council (or delegated committee)
- The individual will be notified in writing, with reasons provided

5. Actions the Council May Take

- Limit the frequency or method of contact
- Require all communication to be in writing
- Decline to respond to repeated issues already addressed
- Restrict contact to a single point of contact

6. Review

- Any restrictions will be reviewed after a defined period (e.g. 6 or 12 months)
- The individual may request a review of the decision

7. Equality and Fairness

The Council will ensure that all decisions are proportionate, transparent, and in line with relevant legislation and guidance.

Assessing Vexatious or Unreasonably Persistent Behaviour

