

Regulatory and Audit Committee

Title: Managing Vexatious and Persistent Complainants

Date: Tuesday 3 January 2017

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Local members affected:

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

We do not currently have a policy for dealing with persistent complainants although we have traditionally used the Local Government Ombudsman (LGO) guidance when such situations have arisen. Over the last few years we have had an increasing number of incidents where individuals have used various methods of contacting the Council including emailing numerous people in one go (scatter-gunning). It is clear that this takes up a lot of officer and Member time and so requires careful management. The policy has been written to help support officers and Members in the management of these situations and it is consistent with LGO guidance.

Recommendation

AGREE the policy as outlined in the document

Resource implications

None

Legal implications

None

Other implications/issues

None

Feedback from consultation, Local Area Forums and Local Member views (if relevant)

N/A

Background Papers

None
