



Rushcliffe Borough Council

Unacceptable actions by complainants to the Council.

The Council welcomes the opportunity to hear from its customers when services are appreciated, but also wants to know when things go wrong.

We are committed to delivering a high quality complaints procedure and will deal fairly, honestly, consistently and appropriately with all complainants, including those whose actions we consider unacceptable. However we retain the right, where we consider complainant actions to be unacceptable or vexatious, to restrict or change access to our services.

Examples may include:

- Making excessive demands on time and resources of staff whilst a complaint is being looked into, by for example excessive telephoning or sending emails to numerous council staff, writing lengthy complex letters and expecting immediate responses
- Being abusive to staff
- Refusing to accept the decision – repeatedly arguing the point and complaining about the decision.

In very rare cases when a complainant has been deemed as vexatious or unreasonably persistent the relevant Executive Manager will decide on what action is to be taken and the complainant will be advised in writing of any restrictions.

Examples of possible restrictions:

- Placing time limits on conversations both face to face and by telephone
- Terminating telephone calls where the complainant is rude, aggressive, using unacceptable language
- Limiting the complainant to one medium of contact (letter, email, telephone etc)
- Terminating telephone calls where the complainant has been advised in writing that communication is restricted to letter or email only
- Limit the complainant's access to one named employee.