

Proposed Agenda Item

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| Date | 4 February 2025 | |
| Agenda No | | |
| Title | Proposed Abusive, Persistent or Vexatious Requests Complaints and Complainants Policy | |
| B a c k g r o u n d | <p>At our December meeting the Parish Council agreed to set up an Advisory Group to revise the existing policy dealing with the Council's approach to vexatious complaints, in particular considering:</p> <p>a) The process of who or how the Council will decide which complaints will be treated as vexatious or unreasonably persistent.</p> <p>b) Clearly define the Management of Unreasonably persistent, repetitive and/or vexatious Complaints.</p> <p>c) The steps taken by the Clerk and/or Chair of the Council to issue a warning to the complainant about their behaviours.</p> <p>d) If the behaviour continues the Full council's involvement to determine what restrictions are to be imposed and for how long.</p> <p>e) The review process.</p> | |
| C o n s i d e r a t i o n s | <p>The Advisory Group met in December and considered a range of similar policies implemented by other public bodies. As a result of this a policy was drafted and circulated to Councillors with the papers for the January meeting.</p> <p>At the January meeting the Advisory Group requested feedback on the draft policy from councillors. At the time of writing no additional feedback has been received.</p> <p>The attached policy which is being presented to the Council for approval is identical to that circulated in January other than the correction of the paragraph number in section 4.</p> | |
| P r o p o s a l s | <p>The proposal is that the:</p> <ul style="list-style-type: none"> • Proposed Abusive, Persistent or Vexatious Requests Complaints and Complainants Policy is APPROVED • That it is reviewed in February 2026 | |
| Risk | Medium | |
| Author | Kevin Arnott | |

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| Date | 22 January 2025 |