

# VEXATIOUS COMPLAINTS POLICY

UKCP is committed to providing excellent customer service in all our work. We have a complaints process in place if you have concerns about our work, staff or members.

Very occasionally we receive complaints that are vexatious in nature that can cause substantial disruption to our work and can take up a disproportionate cost and time to handle. Vexatious complaints is a term that may also be used to describe complaints that are persistent, frivolous or malicious.

This policy explains UKCP's approach to recognising and handling vexatious complaints about our work, staff, or members.

## What is a vexatious complaint?

The person making a complaint cannot themselves be considered vexatious. Even if a person's complaint is found to be vexatious this doesn't preclude that same person from raising a separate complaint. This is important as we may deal with individuals who may be going through a difficult time or who are unwell and may genuinely not think that their complaint is vexatious.

Whether a complaint is vexatious will be determined on a case-by-case basis. In assessing this we will have regard to:

- whether its primary purpose is to cause distress, disturb or pressurise
- whether the complaint seeks to revisit matter(s) already responded to. This includes situations where a multiple associated complaints are received with minor variations
- whether there is an unwillingness to follow normal procedures and/or repeated attempts to contact senior staff or officers
- whether there is a refusal to provide information requested relevant to the complaint
- whether the administrative burdens are proportionate to the issues raised
- any intimidating, aggressive or threatening behaviour

## Dealing with vexatious complaints

If UKCP decides that a complaint is vexatious the person making the complaint will be informed in writing and reasons will be provided for UKCP's decision within 28 days. They will be informed that UKCP will not enter into any further communication with them concerning the complaint. All correspondence received by them will be retained in accordance with UKCP's data retention policy.

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