

## Unreasonable and/or Persistent Complainants

Wherever possible Leicester City Council will do everything in its power to investigate complaints fully and resolve our customer's issues. However there will be occasions in which we are unable to meet our customers' expectations or that the complaint itself does not justify further investigation. This may be because the complainant is unreasonable or persistent in nature, or a combination of the two.

It is the role of the Complaints Officer to determine whether a complainant is unreasonable and/or persistent if they meet any of the following criteria:

- Persistence in pursuing a complaint after the full complaints procedure has been exhausted.
- Continually changing the substance of the complaint or continually raising new issues about the complaint.
- No precise issue has been identified in the complaint.
- Threatening to use physical violence to staff, associates or their families.
- Customer has an excessive number of contacts with the council.
- Harassed or been abusive towards members of staff.
- Displayed unreasonable or unrealistic demands and fails to recognise these requests are unreasonable.
- Making a request that is clearly outside the council's remit.

If the Complaints Officer deems that the complaint is unreasonable or persistent in nature the case history will be passed on to the Complaints Manager who will review the entire details of the customer record and correspond with the customer as to why the complaint was deemed to be unreasonable or persistent. Following this the Manager will inform the complainant of the action the Council has chosen to take against them. This will include any or all of the following:

- Refuse to accept any further phone calls from the complainant or anyone calling on the complainants behalf
- Terminate any calls made to the Council by the complainant
- Refuse to grant any further meetings with the complainant

- Allow limited contact with the Complaints Manager or a nominated person
- Limit the type of correspondence the complainant can make.

All Future correspondences that the complainant makes to the Council have to be kept on record. As well as this the Council must still advise the complainant that should they be unhappy with the decision made by the Complaints Manager they can contact the Ombudsman to review their case. Furthermore the Complaints Team must continually review all future correspondences with the complainant to ensure limited contact is still necessary. This is likely to happen if:

- The Complainant provides new, important information of the complaint to require it to be reassessed.
- The Complainant has a wholly separate complaint which warrants the use of the general complaints procedure.
- The Complainant shows a change of attitude/behaviour when dealing with the council.

Once a complainant has been categorised as 'unreasonable and/or persistent' their access will be limited in some way. This will be reviewed and customers advised accordingly.