

## **Guidance note for the Policy on dealing with vexatious behaviour**

1. Great care should be taken before implementation of this policy to make sure that the action is appropriate and proportionate to the vexatious behaviour as defined in the Policy and not merely annoying behaviour.
2. Examples are given below of vexatious behaviour which may occur solely or with other examples. These examples are not to be considered as exclusive.
  - Manner of communication
  - Frequency of communication
  - Communications are for annoyance
  - Refuse to specify the grounds for the communication
  - Refuse to accept that the matter is outwith the Council's control
  - Insist on it being dealt with not in accordance with the Council's policy or good practice
  - Make groundless complaints about staff or Councillors
  - Make persistent and unreasonable demands on staff or Councillors
  - Harass, abuse or try to intimidate staff or Councillors
  - Use foul, offensive or racist language
  - Raise subsidiary matters whilst another matter is being investigated
  - Introduce trivial matters while another matter is being investigated
  - Change the substance of a particular matter while it is being investigated
  - Deny previous statements
  - Electronically record conversations without prior agreement
  - Involve other third parties unreasonably in the process
  - Refuse to accept the resolution of a particular matter
  - Attempt to raise a matter under the guise of a new communication
  - Persistently raise an issue with different means of communication
  - Persistently seek an outcome which is unrealistic
  - Refuse to accept documented evidence as factual
  - Refuse to accept an outcome based on a historic and irreversible decision or incident
3. Restrictions may be as follows
  - Banning an individual from entering the office
  - Permitting them to enter the office for a pre-arranged appointment with a named person only
  - Permitting telephone, e-mail communication or letter only
  - Banning them from telephone communication
  - Banning them from telephone and e-mail communication
  - Banning them from telephone, e-mail or letter communication
  - Permitting communication from an approved third party by letter only
  - Permitting communication from an approved third party by letter and e-mail only
  - Permitting communication from an approved third party by letter, e-mail and telephone only

- Permitting communication from an approved third party by letter, e-mail, telephone and appointment to see a named individual only.

4. The period of restriction shall be not less than 3 months nor longer than 12 months and shall be reviewed every 3 months by the Clerk in consultation with the Chair of the Council or a designated Councillor.