

**DOULTING PARISH COUNCIL  
GUIDANCE FOR MANAGING COMPLAINTS, UNREASONABLE COMPLAINTS AND  
COMPLAINANT BEHAVIOUR.**

Doultong Parish Council will deal with complaints and complainants to the best of its abilities and with due diligence and care seeking to ensure a satisfactory outcome for all parties. Initially, complaints about Parish Council actions should be made to the clerk who, in conjunction with the council chairman or another nominated councillor, will assess the complaint, interact informally with the complainant and, if necessary, bring the matter to the Parish Council for comment and resolution. The Parish Council will endeavour to deal with complaints made to the council about its actions within 60 days of the complaint being received by the clerk.

Where complaints relate to matters which are beyond Parish Council control or remit, the council will seek to resolve the matter but, in such cases, resolution of the complaint may not always be possible.

In a minority of cases people pursue their complaints in a way that is unreasonable. They may behave unacceptably or be unreasonably persistent in their contacts and submission of information. This can impede investigating their complaint (or complaints by others) and can have significant resource issues for the Parish Council. These actions can occur either while their complaint is being investigated, or once The Parish Council has advised that the complaint investigation has been completed

This guidance covers ‘unreasonable complainant behaviour’, which may include one or two isolated incidents, as well as ‘unreasonably persistent behaviour’, which is usually a build-up of incidents or behaviour over a longer period.

Unreasonable and unreasonably persistent complaints are those brought forward by complainants who, because of the nature or frequency of their contacts with the Parish Council, hinder the councils consideration of their, or other people’s complaints and could have a disproportionate effect on Parish Council resources.

Some complainants may have justified complaints but may pursue them in inappropriate ways. Others may pursue complaints which appear to have no substance, or which have already been investigated and determined.

Situations can escalate, and sometimes complainants become abusive, offensive, threatening or otherwise behave unacceptably. In response the Parish Council will turn to the councils Bullying and Harassment Policy to deal with such unacceptable behaviour,

Adopted ..... 12<sup>th</sup> April 2022