

Pétanque England

Policy for managing serial and unreasonable complaints

V1 22.11.21

Pétanque England (PE) is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with us. However, we do not expect our directors and officers to tolerate unacceptable behaviour and will take action to protect them from that behaviour, including that which is bullying, abusive, offensive or threatening.

PE defines unreasonable behaviour as that which hinders our consideration of a complaint because of the frequency or nature of the complainant's contact with us, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaint investigation process
- refuses to accept that certain issues are not within the scope of the complaint procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaint procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant or irrelevant questions, and insists they are fully answered, to their own timescales
- makes unjustified complaints about directors or officers who are trying to deal with the issues, and/or seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the complaint procedure has been fully and properly implemented and completed, including referral to an independent resolutions body (where applicable)
- seeks an unrealistic outcome
- makes excessive demands on time by frequent, lengthy and complicated contact with directors and officers regarding the complaint, in person, in writing, by email and by telephone while the complaint is being dealt with
- uses bullying behaviour and/or threats, to intimidate and or influence the outcome of the complaint
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should limit their communication with PE to that which relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Pétanque England

Policy for managing serial and unreasonable complaints (continued)

Whenever possible, the director or officer handling the complaint will discuss any concerns with the complainant informally before applying an '*unreasonable*' label.

If the behaviour continues, PE will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact PE causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression, threat or violence, we will immediately inform the police and communicate our actions in writing. This will also include taking action within the PE disciplinary policy against the complainant.