

VEXATIOUS PROCEDURE

Liverpool City Council, its agents, partners and contractors are committed to dealing with all customers fairly and impartially by ensuring that we provide, a high quality service to those giving us feedback. As part of this service we do not normally limit the contact customers have with us.

However, there are a small number of customers who because of the frequency of their contact hinder our consideration of their or other people's feedback.

Such customers are referred to as '**vexatious**' and in these circumstances we will take action to limit their contact with us.

In cases where we have investigated an issue and closed the case and the customer persists in communicating about it, a decision may be made to terminate contact with that customer.

Any decision to restrict access must be taken at Assistant Executive Director (AED) level or above and will normally follow a prior warning to the customer.

Any restrictions imposed upon a customer must be appropriate and proportionate. The options most likely to be considered are:

- requesting contact in a particular form (for example, letters only);
- requiring contact to take place with a named officer;
- contact taking place via a third party such as the Citizens Advice Bureau ;
- restricting telephone calls to specified days and times; and/or
- requiring the customer to enter into an agreement about their future contact with the City Council;
- informing the customer that if he/she still does not co-operate with the advice given, any further correspondence that does not present significant new matters or new information will not necessarily be acknowledged, but will be kept on file.

In all cases where a decision is taken to treat a customer as 'vexatious', officers must write to tell the customer why they consider them to be vexatious, what action they are going to take and the duration of that action, including sharing this information with other agencies, partners or contractors.

The customer must also be advised that they can challenge the decision if they disagree with it. Any challenge must be made in writing to the appropriate Executive Director.

In all cases the customer must be advised of their right to pursue their issues with the Local Government Ombudsman.