

Vexatious Complainant Policy:

This a short summary of the Vexatious Complainant Policy

Introduction

EPIC understands that complaints can be difficult and upsetting, but some behaviours are unacceptable. Unacceptable behaviours include abuse of staff or processes, and EPIC will support its employees in dealing with such customers.

EPIC Limited aims to provide clear and prompt responses to complaints and service requests. Complaints are expressions of dissatisfaction about EPIC's services, while service requests are formal or informal requests for services like repairs.

What is a Vexatious Complaint?

Vexatious complaints are unreasonable, persistent, or abusive behaviours that place excessive demands on EPIC and affect service levels. EPIC will protect its staff from abuse or harassment.

What is Vexatious Behaviour?

Vexatious Behaviour is an unacceptable behaviour and may include:

- Excessive phone calls, emails, or letters.
- Insistence on personal attention from senior staff.
- Persistent complaints without new information.
- Refusal to accept decisions.
- Use of derogatory remarks or threats.

Unreasonable and persistent and poor behaviour that hinders EPIC's ability to handle complaints. Before labelling a complainant as vexatious, EPIC ensures:

- The complaint or behaviour has been properly investigated.
- The decision was correct.
- Communication was adequate.

What will happen if you think my behaviour is unacceptable?

We may decide to take action you against which includes:

Informal Actions:

- Inform the tenant in writing about unacceptable behaviour.
- Limit contact methods and frequency.
- Use an Acceptable Behaviour Contract.
- Refer to EPIC's Safeguarding Policy if health concerns arise.
- In extreme cases, involve the police or take legal action.

Legal Remedies:

- Seek an injunction to stop nuisance behaviour.
- Serve a Notice to Quit or Notice of Seeking Possession in extreme cases and enter you into court for possession of your home.

Responsibilities

All staff and tenants must adhere to this policy and escalate complaints as per the procedure. The Director of Housing Management ensures the policy aligns with the Housing Ombudsman Complaint Handling Code.

Equality and Diversity

EPIC promotes equality and opposes discrimination. Services are provided within the context of Human Rights legislation, ensuring no harmful impact on any group or individual.

Who does this policy apply to?

This policy applies to:

- All EPIC staff including Board Members
- Tenants
- Contractors, consultants, third parties

A full version of the Vexatious Policy is available at www.epichousing.co.uk

You can contact us:

Telephone: 01782 252575 9.00am to 4.00pm – Monday to Friday
Emails to: mailbox@epichousing.co.uk

Please let us know if you need any more details or more information.