



20TH December 2019

VEXATIOUS & PERSISTENT COMPLAINANT PROCEDURE

Dear XXXX

On Monday 9th December 2019 a sub-committee of Botus Fleming Parish Council (BFPC) met to review and consider communications from you to the Parish Council (PC) made between November 2018 and October 2019.

A redacted copy of your communications are available on the PC website.

The sub-committee then reported to the full Parish Council meeting on Wednesday 11th December 2019.

The sub-committee's proposal was that you should be made a Vexatious and Persistent Complainant. It was unanimously voted to support the proposal and to invoke the procedure.

The minutes of the sub-committee meeting and public meeting of the Parish Council are available on the PC website - <http://www.botusfleming.org.uk/meetings.php>

BFPC have a Vexatious Correspondence and Complaints Policy.

The procedure is designed to address vexatious correspondence and complaints. It assists the PC to manage inappropriately demanding or unreasonable behaviour from vexatious correspondents.

The definition of a habitual or vexatious complainant is an individual that makes unreasonable complaints, enquiries or outcomes that are repeatedly or obsessively pursued.

For completeness the policy states that a "small percentage of people will correspond with, or complain to, the Botus Fleming Parish Council in a way that could reasonably be described as obsessive, harassing or repetitious."

We believe that the series of communications from you fulfil the elements of this definition and that you qualify and fall within the definition of a Vexatious and Persistent Complainant.

BFPC have spent an inordinate amount of time dealing with your allegations, accusations and observations and believe that they are also an attempt at undermining the Parish Council and distracting them from important work, projects and activities in our community.

Such correspondence from a minority of individuals takes up a disproportionate amount of resources and can result in unacceptable stress for the Clerk and Councillors.

We are mindful of the importance that the use of this procedure does not prevent people from accessing services to which they have a statutory entitlement, and it is designed to ensure that the rights of service users are protected, while ensuring that scarce resources are used fairly and effectively, and that the Clerk and Councillors receive a reasonable

degree of protection from the stress that can be caused by vexatious correspondence and complaints.

BFPC's entire raison d'être are the interests of our parishioners at all times.

BFPC believe that they have dealt with your issues and do not intend to enter into any further correspondence.

Any further communications should be directed to our Parish Clerk who will be your specific point of contact (SPOC).

The email address is clerk@botusfleming.org.uk and the postal address is available at <http://www.botusfleming.org.uk/links.php>

We will review the procedure and your position as a Vexatious and Persistent Complainant in 12 months time and you will be informed whether this procedure period has been extended or withdrawn.

We have also been informed by Cornwall Council's Corporate and Information Governance Manager that a number of complaints made by you have been rejected and that they consider your complaints closed and will not be processed any further.

BFPC are genuinely hopeful that we can now draw a line under the whole episode and continue with our other work in our community.

A redacted copy of this letter will also be uploaded onto the PC website.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'D Willey', with a horizontal flourish underneath.

David Willey

Chair of Vexatious & Persistent Complainant Procedure Sub-Committee

Vice Chair of Botus Fleming Parish Council