

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**CORPORATE PERFORMANCE PANEL - INFORMAL WORKING GROUP -  
REVIEW OF THE PERSISTENT COMPLAINTS POLICY**

**Minutes of the Meeting of the above held on Wednesday, 24th November, 2021  
at 3.00 pm in Meeting Room 2-4 - Second Floor, King's Court, Chapel Street,  
King's Lynn**

**PRESENT:**

Councillors B Ayres, C Manning, J Moriarty and S Nash

**Officers:**

Alexa Baker, Monitoring Officer

Wendy Vincent, Democratic Services Officer

		<b><u>ACTION</u></b>
<b>1</b>	<b><u>APPOINTMENT OF CHAIR</u></b>  RESOLVED: Councillor B Ayres be appointed Chair.	
<b>2</b>	<b><u>APPOINTMENT OF VICE CHAIR</u></b>  RESOLVED: Councillor J Moriarty be appointed Vice-Chair.	
<b>3</b>	<b><u>REPORT TO CORPORATE PERFORMANCE PANEL 8 NOVEMBER 2021 PRESENTED BY COUNCILLOR NASH</u></b>  The informal working group received the report.	
<b>4</b>	<b><u>2013 UNREASONABLY COMPLAINANTS POLICY</u></b>  The informal working group received the 2013 policy.	
<b>5</b>	<b><u>CURRENT UNREASONABLE COMPLAINANTS POLICY</u></b>  The informal working group noted the current policy.	
<b>6</b>	<b><u>DOCUMENT COMPARING VERSION OF THE 2013 AND</u></b>	

## **CURRENT POLICY**

Reference was made to recommendation agreed by the Corporate Performance Panel in October 2019 but for some reason did not feed through to Cabinet.

Councillor Nash advised the informal working group of the recommended changes from the Corporate Performance Panel held in October 2019.

Councillor Moriarty commented that the informal working group would try to get as close as possible to the recommendations agreed by the Corporate Performance in 2019.

The Monitoring Officer provided an overview of the differences between the two policies which has been set out in the comparison document. The Monitoring Officer suggested therefore that the informal working group review the comparison document, she would then create a revised document with tracked changes to be reported back to the Corporate Performance Panel.

The informal working group worked through each page of the comparison document (pages 15 to 20 of the agenda pack) setting out the 2013 and current policy and made the following amendments which were noted by the Monitoring Officer.

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### **Page 15**

Paragraph 2: Data Protection Act to be amended to read 2018.

### **Page 16**

Bullet Point 5: Paragraph relating to the scattergun approach be deleted.

Bullet Point 6: Second Line: after the word investigated add – or has been completed.

Bullet Point 10: to be moved to Appeals Process section of the policy.

### **Page 17**

Bullet Point 1: Paragraph to be deleted.

Paragraph 2: 5<sup>th</sup> line – delete reference to the Chair and Vice Chair of the Standards Committee.

Paragraph 4 – to be split into two paragraphs. New paragraph 5 to being with word Restriction.

New paragraph 5 after word remain add – as it relates to the specific complaint. This review will be carried out by an Assistant Director and Executive Director who had not been previously involved.

Section 2 – Aggressive or Abusive Behaviour: Paragraph 2, 2nd line remove the words or offensive. 7<sup>th</sup> line after the word manager add , the police or take other legal action.

#### Page 18

2.1 Cyber Abuse – remove the words the Council and replace with Councillors. Second paragraph delete the word embarrassment.

3 Unreasonable Demands – 3<sup>rd</sup> paragraph delete the word substantially and replace with disproportionately.

#### Page 19

Paragraph 2 – delete.

Paragraph 3 – delete the words in the first sentence In taking the action described above, it is emphasised that.

Paragraph 5 – to be amended to read: Withdrawal of any action taken under this policy must be undertaken following consultation with an Assistant Director and an Executive Director.

5 – Appeals Procedure - To be amended to read: A complainant can appeal a decision to classify the an unreasonably persistent complainant. A senior member of staff who was not involved in the original decision will consider the appeal, together with the Chief Executive, a member of the Standards Committee. The complainant may be accompanied by a representative to attend a hearing of appeal. If the complainant wishes to appeal the decision, the request must be made in writing to the Chief Executive within 28 days of the decision being taken.

#### Page 20

The Policy - to be amended to read – This policy will be reviewed annually by the Corporate Performance Panel.

The Monitoring Officer advised that following the proposed amendments it would be necessary to review the Terms of Reference of the Standards Committee.

**RESOLVED:** The Monitoring Officer to incorporate the amendments set out above and prepare a revised document with track changes

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	and email to the informal working group for comment prior to the next meeting scheduled for 1 December 2021.	
7	<p><b><u>LOCAL GOVERNMENT GUIDANCE UNREASONABLE COMPLAINANTS BEHAVIOUR</u></b></p> <p>The informal working group noted the guidance.</p>	
8	<p><b><u>DATE OF NEXT MEETING</u></b></p> <p>1 December 2021, 9.30 am, in the Remote Meeting Room, Microsoft Teams.</p>	

**The meeting closed at 5.00 pm**