

Report to: Cabinet Member for People and Performance

Date: 9 April 2019

Title: Unreasonable Customer Behaviour Policy

Report of: Councillor Elayne Merry, Cabinet Member for People and Performance

Ward(s): All

Purpose of report: For the Cabinet Member to consider the adoption of a Unreasonable Customer Behaviour Policy.

Officer recommendation(s): To agree the adoption of a Unreasonable Customer Behaviour Policy.

Reasons for recommendations: To enable the council to have a fair and consistent approach to addressing situations where a customer's conduct is unreasonable or unreasonably persistent to the extent that it hinders the council's consideration of their or other people's enquiries or concerns.

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- 1 Introduction
- 1.1 Unreasonable and unreasonably persistent customers can be disruptive to effective service delivery to themselves and others, and take up disproportionate resources. Having a single approach to managing these situations is important in ensuring a consistent and efficient process.
- 1.2 This new policy has been developed to complement the procedure already in place for addressing issues of unreasonable or unreasonably persistent *complainants*. Where this policy differs is that it deals with any unreasonable behaviour, not just where this relates to a formal complaint being made against the council.
- 1.3 The policy attached at appendix A clearly sets out at paragraph 11 the types of behaviours that would be addressed through use of the policy. These types of behaviours are only occasionally experienced by the council, but it is important that when they do occur, we take a fair and consistent approach in our response.
- 2 Financial appraisal

There are no direct financial implications on the Council.

3 Legal implications

There are no direct legal implications on the Council.

4 Risk management implications

There are no direct risk management implications for the Council. Applying the new policy will ensure we deal fairly with all complainants whilst minimising adverse impact on officer time.

5 Equality analysis

An Equalities and Fairness Analysis has been completed and is a background paper to this report .

6 Appendices

Appendix A - Unreasonable Customer Behaviour Policy

7 Background papers

Equalities and Fairness Analysis