

Vexatious Behaviour Policy

Version 1
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**Approved externally by SFJ
Awards' Quality & Standards
Committee 11/07/17**



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1 Purpose

The policy sets out SFJ Awards' approach to Vexatious Behaviour.

Problems rarely happen, however this policy is in place to ensure that all parties understand how SFJ Awards will deal with contact of this nature.

2 Definition

Vexatious Behaviour is to harass, distress, annoy, tease, cause trouble, agitate, disturb or pursue issues excessively.

Vexatious Behaviour can be frivolous, persistent/repeated contact or communicating in an abusive manner.

It is behaviour that displays itself in the form of conduct, oral comments, actions or gestures characterised by being repetitive, hostile or unwelcomed.

3 Roles and Responsibilities

SFJ Awards' Staff:

- Report incidents of vexatious behaviour to SFJ Awards' Managing Director.

SFJ Awards' Managing Director:

- Investigate reported instances.
- Take appropriate action.

4 Vexatious Behaviour

SFJ Awards aims to provide a high level of customer service. We appreciate compliments when we have done something well. Equally, if we fall short of these standards, we welcome feedback and will deal with all complaints fairly. Further information about making a complaint can be found in SFJ Awards' Complaints Policy available from the website – www.sfjawards.com/complaints

SFJ Awards staff have the right to work without fear of abuse, intimidation, or harassment. Threatening or abusive correspondence or behaviour will not be tolerated and will be reported to SFJ Awards' Managing Director immediately.

Where an individual corresponds with SFJ Awards in an abusive manner or repeatedly and persistently contacts us with no new information or evidence, we will treat such behaviour as vexatious. SFJ Awards will not engage with frivolous, persistent or repeated contact from individuals where no new information or evidence is being brought to the matter.

We define examples of behaviour that is considered persistent and/or vexatious, along with interventions SFJ Awards will consider to manage this type of behaviour.

The following forms of behaviour are considered vexatious (*the list is not exhaustive and is intended for guidance only*):

- an individual being abusive or threatening, during a telephone conversation, face to face meeting or in written correspondence
- an individual repeatedly contacting SFJ Awards via telephone or email without offering new evidence or information
- an individual seeking to prolong contact by continually raising further concerns or questions upon receipt of a response
- an individual unwilling to accept documented evidence or denying receipt of an adequate response despite correspondence specifically answering their questions
- an individual who focuses on a matter to an extent which is disproportionate to its significance
- Making unreasonable demands on SFJ Awards outside of the scope of an investigation
- Making accusatory remarks about SFJ Awards or their representative(s)

In these circumstances, the individual and matter will be referred to SFJ Awards' Managing Director to be dealt with appropriately. In extreme cases, for example involving threats or actual violence to a member of staff or where an offence has been committed, this may include reporting to the police.

Where SFJ Awards has responded fully to points raised by the individual, has tried, without success, to resolve the issue(s) and continuing contact on the matter would serve no useful purpose, the individual will be notified by SFJ Awards' Managing Director that the contact must end and that further contact will be acknowledged, but not directly answered.

The individual(s) will be informed, in writing, why their conduct is unacceptable. The written notification will state clearly which elements of their behaviour are causing problems, what action is being taken, and why. The notification will be accompanied by a copy of this policy along with details of how to appeal against the decision if they think it is wrong.

5 Review of the Policy

This policy will be reviewed by the Quality and Assessment Manager on a regular basis as part of SFJ Awards' self-evaluation arrangements and revised as necessary in response to lessons learnt, customer feedback, changes in legislation and guidance from the Qualifications Regulators.

Our review of the policy will ensure that SFJ Awards procedures continue to be consistent with the regulatory criteria and are applied appropriately and equitably.

Policies and formal amendments to policies are approved at the next meeting by the Quality & Standards Committee.

If you have any queries about the content of the policy or you wish to give feedback then please contact SFJ Awards Tel: 01142 841970 or email info@sfjawards.com

6 Location of the Policy

You can download copies of the policy from our website:
www.sfjawards.com/VexatiousBehaviour