



Vexatious Behaviour Policy



Revisions and Amendment Register

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Contents

1. Purpose.....	4
2. Definition	4
3. Roles and Responsibilities	4
4. Dealing with Vexatious Behaviour.....	4
5. Review of the Policy	6
6. Location of the Policy	6
7. Copyright.....	6

1. Purpose

The policy sets out SFJ Awards' approach to Vexatious Behaviour by individuals, including centre staff, learners, suppliers and/or other contacts.

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 unwelcome.

3. Roles and Responsibilities

SFJ Awards' Staff will:

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

SFJ Awards' Managing Director will:

- Investigate reported instances.
- Take appropriate action.

4. Dealing with 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/policies.

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.

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 or a designated member of SFJ Awards' staff that the contact must end and that further contact will be acknowledged, but not directly answered.

The individual(s) whose behaviour is deemed to be vexatious 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 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.

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 or epa@sfjawards.com.

6. Location of the Policy

A copy of this policy can be downloaded from Odyssey, ACE360 or from the SFJ Awards website: www.sfjawards.com/policies.

7. Copyright

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