



DOVE PARK

Vexatious Complaints Policy 2025





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This policy aims to set out Dovepark's procedure toward dealing with vexatious complaints from residents, or their representatives, and to assist our staff in handling such cases. This policy by no means intends to prevent residents from making reasonable complaints and will take into account an individual resident's circumstances when deciding whether to enact this policy. We intend for it to be used to inform residents what constitutes a reasonable complaint.

A Vexatious Complaint includes, but is not limited to a complaint without merit, intended to cause inconvenience, harassment or undue expense to Dovepark.

Examples of Vexatious Complaints may include, but not limited to:

- Excessive communication to Dovepark and Comer Group, and to the Housing Ombudsman, Property Redress Scheme or others requiring a response from Dovepark – i.e. repeated calls, emails or letters out of proportion to the related matter.
- Repeatedly issuing new complaints, where the issuing of a service request would suffice
- Repeated insistence of personal attention from members of staff
- Repeated refusal to accept a decision made or information provided
- Perception or use of any rude, derogatory or abusive language either verbally or in writing to anyone associated with Dovepark and Comer Group Homes
- Threatened or use of social media channels to pursue either unfounded allegations or complaints, or closed complaint
- Repeated referral to old issues that have already been resolved, or raising very similar issues that have already been resolved

The above inexhaustive list of behaviours may either be deemed as or contribute jointly to vexatious behaviour by a resident.

Dovepark will always address matters in accordance with its Complaints Policy. Once the Complaints Procedure has been exhausted, in any event where inappropriate behaviour arises Dovepark reserves the right to take action. Initially it will aim to resolve matters amicably with the tenant with written communication, but in the event that this does not work and where appropriate, Dovepark will enforce the terms of its tenancy agreement and may pursue legal remedies.