

## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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**REPORT TO:** Standards Committee 10 December 2008  
**AUTHOR/S:** Monitoring Officer / Deputy Monitoring Officer

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### PROCEDURE FOR THE INITIAL ASSESSMENT OF COMPLAINTS – MULTIPLE & VEXATIOUS COMPLAINTS

#### **Purpose**

1. To add to the current adopted procedures of the Committee when it receives a number of complaints from different complainants about the same matter or from a vexatious complainer.

#### **Background**

2. The Standards Committee adopted a Procedure for the Local Assessment of Complaints on 11<sup>th</sup> June. At its meeting on 24<sup>th</sup> September the Committee asked the Deputy Monitoring Officer to prepare a report on this issue for consideration.
3. The Standards Board have issued guidance about dealing with multiple and vexatious complaints and recommends that councils have procedures in place to ensure that they are dealt with in a manner that is a practical use of time and resources.

#### **Consideration**

4. A draft procedure is attached for the Committee's consideration and adoption if approved.

Background information: SBE Guidance: "Local Assessment of Complaints"

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