

<b>Meeting Type:</b> Full Council	<b>Agenda Item:</b> 14
<b>Date of Meeting:</b> 17 June 2026	
<b>OAKHAM TOWN COUNCIL</b>	
<b>Report Author:</b> Cllr Ainsley	<b>Purpose:</b> Decision / Discussion / Update
<b>Title:</b> Adoption of the managing vexatious or unreasonable councillor correspondence policy	
<p><b>Subject:</b> Approval is sought for a new policy to manage unreasonable or vexatious councillor correspondence, protecting staff wellbeing and supporting effective governance. To avoid confusion with the new councillor-focused procedure, the existing <b>VEXATIOUS COMPLAINTS PROCEDURE</b> will be retitled <b>MANAGING VEXATIOUS OR HABITUAL EXTERNAL COMPLAINANTS</b>, with a new <b>Scope</b> paragraph confirming it applies only to external complainants.</p> <p>Excessive or unreasonable councillor correspondence has caused stress, sickness absence, operational disruption, resignations, and recruitment challenges. A clear, proportionate policy is required to safeguard officers and maintain stable operations.</p> <p><b>Policy Purpose</b> The policy strengthens governance, ensures consistent handling, reduces disruption, and supports the Council's Duty of Care, the Localism Act 2011, and transparent decision making:</p> <ul style="list-style-type: none"> <li>• defines unreasonable or vexatious behaviour</li> <li>• sets a clear escalation pathway</li> <li>• enables proportionate restrictions</li> <li>• protects officers from harm</li> <li>• preserves councillor access to required information</li> <li>• aligns with the Member Code of Conduct and best practice</li> </ul> <p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• Protects staff wellbeing</li> <li>• Ensures consistent handling of concerns</li> <li>• Reduces operational disruption</li> <li>• Strengthens governance</li> <li>• Provides clarity for councillors and officers</li> </ul> <p><b>Legal and Governance Implications</b> The policy supports:</p> <ul style="list-style-type: none"> <li>• the Council's duty of care</li> <li>• compliance with the Localism Act 2011</li> <li>• adherence to the Member Code of Conduct</li> <li>• transparent and defensible decision making</li> </ul> <p><b>Proposal:</b> Following the Staffing Committee recommendations:</p> <ol style="list-style-type: none"> <li>1. Full Council adopts the <b>MANAGING VEXATIOUS OR UNREASONABLE COUNCILLOR CORRESPONDENCE</b> as presented</li> <li>2. That council endorses the changes to the existing <b>VEXATIOUS COMPLAINTS PROCEDURE, and STANDING ORDERS</b> as detailed in the accompanying documents.</li> </ol>	

For completion by the office

<i>In Budget</i> <input type="checkbox"/>	<i>Spend Authorised</i> <input type="checkbox"/>	<i>Budget Header:</i>			<i>Amount:</i>
<i>Estimates</i> <input type="checkbox"/>	<i>Quotes</i> <input type="checkbox"/>	<i>Emergency Spend</i> <input type="checkbox"/>	<i>Sole supplier</i> <input type="checkbox"/>	<i>Specialist</i> <input type="checkbox"/>	
<i>P.O</i> <input type="checkbox"/>	<i>Invoice Checked</i> <input type="checkbox"/>	<i>Reason for spend:</i>			

Version 1.3 3<sup>rd</sup> January 2025

<i>Legal Power: Local Government Act 1972</i> <i>amend as necessary</i>	<i>Contract Finders</i> <input type="checkbox"/>	Supplier:
--	--	-----------