

PROCEDURES FOR UNREASONABLE CUSTOMER BEHAVIOUR OR VEXATIOUS REQUESTS

On rare occasions complying with some customer requests may cause disruption or cause a lower quality of service to other customers. Bearing in mind welfare of all our students and staff, on some occasions we may be unable to meet a request. In some cases requests or customer behaviour may be considered as unreasonable.

Examples of Unreasonable Behaviour

- Being rude
- Causing distress to staff or students
- Demanding immediate responses
- Providing false statements
- Changing statements or denying statements made earlier
- Changing the basis of the complaint or request during the complaint procedure
- Refusing to provide specific grounds for a complaint or request
- Making excessive demands on the time and resources of staff e.g. very frequent or lengthy phone calls, letters or emails every few days
- Persistently approaching staff via different routes about the same matter
- Refusing to accept the decision or repeatedly arguing the same points
- Repeating the same requests when the decision has been already delivered

Examples of Unreasonable or Vexatious Requests

- Where complying with the request would be in breach with Link School Terms and Conditions
- Where complying with the request could be detrimental to the quality of our services provided to other customers, for example but not limited to when the customer demands taking group classes in an unsuitable level of English
- Where a request is impossible to be met using available school resources e.g. the school does not provide certain types of courses during certain times of days etc.
- Where the person making request states that the request is actually meant to cause inconvenience, annoyance or disruption
- Harassing the staff e.g. high number and frequency of visits, phone calls, correspondence or any other form of communication
- Mingling requests with complaints or accusations

Options for Action

Before deciding to take any action we will make sure that the request or complaint has been dealt with due diligence and we used all available means to satisfy the request or complaint.

Possible Action

- Limiting the number or duration of contacts with staff per week or per month

- Restricting communication to certain ways of contact or only one form of contact, e.g. email, letter, telephone etc.
- Requiring to communicate only with one named member of staff
- Requiring communication only through third party acting on behalf of the customer, for example a named friend or solicitor
- Restricting services offered to the customer
- Refusing access to any company premises
- Informing the customer that any further communication will not be replied to

Should the customer's behaviour or request be classified as unreasonable, the school Management will:

- Inform the customer that their behaviour or request has been classified as unreasonable
- Provide information what action will be taken and why
- Provide information how this will affect customer's contacts with the school
- Provide information when the decision may be reviewed or how long the restrictions will last

Process of Dealing with Unreasonable Customers

1. Initially request or complaint is dealt with by a member of school staff
2. A staff member assumes that the customer's behaviour or request is unreasonable
3. The school staff documents the case for review by the Management. The documentation should include:
 - Actions taken so far
 - Description of the request or complaint
 - Examples of customer behaviour
 - Dates of events
 - Suggested restrictions and review date
4. The Management will review the case to determine if:
 - The complaint or request has been dealt with properly, meeting the school procedures
 - The staff used all available means to resolve the problem
 - The customer behaviour should be classified as unreasonable
 - There should be restrictions imposed
5. The management should inform the customer about the decision and where appropriate inform about further steps.