



Malicious Complaints Policy

This policy seeks to ensure that our customers and staff are protected from harassment and intimidation caused by malicious complaints.

Where a complaint is considered to be malicious and false, or we believe that it has been made with the deliberate intention of getting another person into trouble, we may consider the complainant to be guilty of harassment and anti-social behaviour and could possibly take the appropriate action against them in accordance with this policy and procedure.

In addition, this policy acknowledges the need to deal with anonymous complaints vigilantly. Anonymous complaints are often submitted by victims of anti-social behaviour in fear or repercussions but they can be difficult to substantiate and may be a sign of malice.