

APPENDIX THREE: UNACCEPTABLE COMPLAINANT BEHAVIOUR, AND MALICIOUS, VEXATIOUS OR FRIVOLOUS COMPLAINTS

UCL understands that bringing a complaint can be a stressful experience for students. We are committed to dealing with complainants fairly and impartially and to providing a high-quality service, but we do not expect staff to have to tolerate behaviour which we consider to be unacceptable. This includes, for example, any communication which is:

- abusive, offensive, defamatory or distressing;
- aggressive, threatening, coercive or intimidating;

The decision to deem a complaint vexatious must always be given in writing together with the reasons upon which the decision was based. Complaints deemed vexatious will not be progressed.

Frivolous Complaints

A complaint may be deemed to be frivolous where:

- it is clear that it is not serious or sensible in content, attitude or behaviour
- there is an absence of a clear desire for redress or a sensible and realistic form of redress indicating a lack of seriousness
- it is reasonable to assume that there was no intention that the complaint be seen as serious or sensible or that redress was sought, but not to the extent that it can be considered vexatious or malicious

A complaint will not be deemed frivolous simply because it is inconvenient to the recipient.

The decision to deem a complaint frivolous must always be given in writing together with the reasons upon which the decision was based. Complaints deemed frivolous will not be progressed.

Malicious Complaints

A complaint may be deemed malicious when:

- there is evidence of intention to do harm or mischief. This intention may be express