22 August 2023

Dear,

Please find replies to your enquiry in *italics* below

* The date the policy was first adopted  - *In the public domain as it is part of the minutes 11 January 2021 meeting - 20.08.12.6. Vexatious Complaints Policy Approved, as per Item 20.07.12.2.*
* Whether or not the council took any advice before drafting the policy (external, independent, and expert advice)?  If so, from whom (eg. local Association of Local Councils or similar body). – *the Clerk at the time researched policies in use by other Councils*
* Since the adoption of the policy, how many times as the policy been applied, in terms of:
  + how many complaints and how many individuals have been considered under the policy - *Zero*
  + how many individuals have been sanctioned under the policy - *Zero*
* Can you also provide the same figures for just the time period of the previous financial year, ie. 1st April 2022 to 31st March 2023? *Zero*
* Does the council keep a record of the vexatious/persistent complaints and/or individuals? If so, please give details of how. – *Currently no records are held*
* What measures does the council take to protect the privacy of individuals considered and/or sanctioned under the policy? – *No sanctions, no records are held*
* Is the council measuring the effectiveness of the policy, for example, in the volume of vexatious complaints received, or in the time saved by staff? If so, please provide details of how/what the council is measuring. (Measurement may be anecdotal or informal.) *Should we send any letters we will measure the effectiveness and take appropriate advice when that time comes*

Policies and minutes are published on our website [www.goringparishcouncil.gov.uk](http://www.goringparishcouncil.gov.uk)

Kind Regards

**Sarah Edmunds**

A CiLCA Qualified Clerk & RFO

Goring-on-Thames Parish Council

Gardiner Pavilion, Upper Red Cross Road

Goring, Reading RG8 9BD

Yours faithfully

Sarah Edmunds

For and on behalf of the Goring-on-Thames Parish Council

Mrs S Edmunds

Clerk to the Council