

1st4sport Vexatious and Persistent Behaviour Policy

Introduction

This policy has been established to set out 1st4sport practice with regards to the handling of vexatious and persistent correspondence. It is therefore relevant to 1st4sport partners, external quality assurers, recognised centres, learners and any relevant third parties.

Vexatious and Persistent Behaviour

The following types of behaviour are deemed as vexatious or persistent:

- Any stakeholder acting in an abusive or threatening manner; via telephone, face-to-face meetings or in written correspondence.
- Any stakeholder repeatedly contacting 1st4sport without due cause. This includes repeated correspondence related to ongoing investigations, enquiries, or requests, where new evidence or information is not provided or not yet available.
- Any stakeholder making unreasonable demands on 1st4sport staff.
- Any stakeholder making unfounded accusatory remarks about 1st4sport or 1st4sport staff.

Examples may include:

- A stakeholder repeatedly contacting 1st4sport staff requesting updates/information that have already been provided.
- A stakeholder being verbally or physically threatening or abusive towards 1st4sport staff.
- A stakeholder repeatedly failing to comply with requests from 1st4sport staff.
- A stakeholder not allowing 1st4sport staff reasonable time to complete work on an enquiry/investigation.

1st4sport Qualifications process for dealing with vexatious or persistent behaviour

If a stakeholder behaves in a vexatious or persistent manner.

1. The stakeholder will be contacted by a senior member of 1st4sport to state that the behaviour exhibited is unacceptable and behavioural change is requested. This should be perceived as a warning that, should the behaviour persist, restrictions on contact with 1st4sport staff may be applied.
2. If the vexatious or persistent behaviour continues, the matter will be raised with the 1st4sport Head of Awarding who will decide whether it is appropriate to apply restrictions to the permitted correspondence from this stakeholder.

3. Where restrictions applied are not adhered to, legal advice may be taken. Appropriate penalties may then be applied.

Restrictions to be applied in the event of vexatious or persistent behaviour

Restrictions may include:

- Restricting correspondence to a particular member of 1st4sport staff.
- Restricting correspondence to a particular form of communication e.g. email.
- Restricting correspondence to a particular frequency and/or length.
- Blocking emails and telephone numbers automatically.
- Instructing 1st4sport staff to terminate any communication from the stakeholder immediately.
- Terminating all contact with the stakeholder.

Restrictions will be communicated to the stakeholder in writing, detailing what the restriction means, why the restriction has been applied, the planned duration, and the decision maker.

Where restrictions are applied, details will be recorded by the 1st4sport, and all 1st4sport/UK Coaching staff will be informed of the restriction and authorised to apply them.