

Frivolous and Vexatious Complaints Policy

IMPRESS may refuse to deal with a dispute if the complaint raised is frivolous or vexatious. This decision is at our sole discretion.

We do not prevent complainants from accessing our service who raise genuine concerns. We achieve this by recognising:

- Complainants are often aggrieved and frustrated, so the focus must be on careful consideration of the merits of the case and not the attitude of the complainant.
- Every complaint must be considered on its own merits. Even if someone has made a frivolous or vexatious complaint in the past, it must not be assumed that any other complaint they make will also be frivolous or vexatious.

Frivolous Complaints

A frivolous complaint has no serious purpose or value. It may have little merit and be trivial; investigating would be out of proportion to the seriousness of the issues complained about.

Example

A complainant complains about a single misspelling error of no substantial consequence in a publication. The publisher has apologised for the error, but the complainant demands that an apology or correction be published.

Vexatious Complaints

We will refuse to accept a complaint if it is apparent that the complainant is pursuing a complaint without any merit for the purpose of causing inconvenience, harassment or expense to the publisher.

Example

A complainant raises a new dispute with IMPRESS every few weeks. Each dispute is regarding a relatively minor complaint to which the publisher has already provided a reasonable offer of resolution. It is clear the only reason for raising the disputes so frequently is to inconvenience the publisher.

Example

A complainant is aware that his or her complaint has no merit but advises the publisher that they will raise a dispute with IMPRESS just to generate inconvenience or financial costs to the publisher or to IMPRESS.

Approved by the Board on 9th November 2017