



Equality Impact Assessment

Screening or review questionnaire (is an EIA required?)

Title:	Unreasonable Persistent Complaints and Unreasonable Complainant Behaviour	Version:	1.0
Owner:	Performance and Community Manager		
Date submitted to the Equalities Group:	14 March 2019		
Follow up action:	None		
Date approved by the Equalities Group:	March 2019		

1a What service or function are you reviewing?

The procedure for dealing with persistent complainants and complainants who behave unreasonably.

1b Is this an update or review of an existing policy/procedure/ strategy?

NO - please complete the following questions

1. Is the policy, procedure or practice linked directly to providing services to customers or users?	Yes/No
2. Is there any element of personal judgement by an officer involved in the delivery or implementation of the policy or procedure?	Yes/No
3. If so could one group of people benefit favourably over another?	Yes/No
4. If so could certain groups of people find access to the service difficult or have reduced benefit?	Yes/No
If the answer to any of the above questions is Yes then a full Equality Impact Assessment is required. The form can be found on the intranet (link to be provided)	

YES please give date of previous Equality Impact Assessment (EIA)

Date EIA approved: September 2016

If this date is within the last 3 years - Please check the previous EIA to identify any actions that require an update or to identify any actions that unexpectedly arose following the approval of the last EIA.

Are there any significant changes that impact on the service provided to customers / staff / users?

No A new EIA is not currently required (Action is linked to CCCs which are monitored quarterly. Policy has been reviewed and no major changes made.)

Please sign, date and send to the council's Customer Care Officer (Suzanne Gorman)

Signature ...S Gorman..... Date.....1.3.19.....