



Vexatious, Malicious, Frivolous and Persistent Correspondence and /or Behaviour Policy and Procedures

Introduction

NOCN is a market-leading international Awarding Organisation (AO) and Government-approved End Point Assessment Organisation (EPAO). NOCN Group includes NOCN, NOCN India Skills Foundation, CSkills Awards, Job Cards and One Awards. We are committed to high standards in quality assurance and we have policies and procedures that are open, transparent and free from bias. Our Customer Support team works to assist learners and centres in the delivery of NOCN Group Products and overcome any difficulties that they may experience.

Overview

NOCN is committed to providing a service to all our customers that is:

- High quality
- Consultative and responsive
- Open and helpful
- Timely and efficient
- Straightforward and manageable
- Cost effective

We have a complaints policy which aims to deal with complaints in a timely and efficient manner, initially at an informal level. Nevertheless, where something necessitates a formal written complaint to be made, our procedures for doing this are readily available and all cases are dealt with according to these procedures.

This document sets out our policy for dealing with vexatious, malicious, frivolous or persistent correspondence and/or behaviour and the responses that will be used in order to deal with such correspondence and/or behaviour.

Definitions

Unacceptable correspondence can be defined as being in one or more of the following categories:

- **Vexatious** - difficult to deal with and causing a lot of anger, worry, or argument;
- **Malicious** - intended to harm or upset;

- **Frivolous** - an activity that is silly or not important rather than useful or serious;
- **Persistent** - acting in a determined but often unreasonable way.

Unacceptable behaviour can include:

- The use of abusive and threatening language in a telephone conversation, a face-to-face meeting or in written correspondence;
- Making derogatory or accusatory remarks about NOCN Group, NOCN or its subsidiaries, an NOCN Group employee or associate;
- Making complaints that are designed to cause disruption or annoyance;
- Making unreasonable demands from NOCN Group with regard to the investigation of complaints
- Repeatedly contacting NOCN Group by telephone, email, digitally or other written form without offering new evidence or information.

Responses

All of the above types of correspondence or behaviours are unacceptable and our responses will include but are not confined to:

- **Abusive or threatening behaviour, making derogatory remarks or causing disruption and annoyance - after a warning, all communication will cease if the complainant persists in this behaviour**
- **Making unreasonable demands on NOCN Group - the complainant will be reminded of the remit and terms of reference of the investigation**
- **Repeated contact with no new evidence or information – the complainant will be provided with a copy of this policy and advised that any further correspondence or contact of a similar nature will not be responded to**
- **Repeated requests that have already been dismissed or are not within the power of NOCN Group – the complainant will be provided with a copy of this policy and advised that any further correspondence or contact of a similar nature will not be responded to.**

Document control

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