

**FINDON PARISH COUNCIL  
34 NORMANDY LANE  
EAST PRESTON VILLAGE  
WEST SUSSEX BN16 1LY**

**TO: ALL MEMBERS OF THE COUNCIL**

You are hereby summoned to attend the meeting of Findon Parish Council (FPC) to be held on **Monday 18 May 2026** at **7.30pm in Nepcote Hall** for the purpose of transacting the following business.

THIS IS AN OPEN MEETING AND MEMBERS OF THE PUBLIC ARE WELCOME TO ATTEND

**Miss Fiona MacLeod  
Clerk to the Parish Council  
12/5/2026**

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**AGENDA**

- 26.39 TO APPOINT A CHAIRMAN FOR THE ENSUING YEAR AND SIGN THE DECLARATION OF ACCEPTANCE OF OFFICE (Local Govt Act 1972 ss 15(2))**
- 26.40 TO APPOINT A DEPUTY CHAIRMAN FOR THE ENSUING YEAR AND SIGN THE DECLARATION OF ACCEPTANCE OF OFFICE**
- 26.41 TO RECEIVE AND NOTE APOLOGIES FOR ABSENCE**
- 26.42 CHAIRMAN'S ANNOUNCEMENTS**
- 26.43 DECLARATIONS OF INTEREST ON ITEMS ON THE AGENDA**  
Members and Officers are reminded to make any declarations of personal and/or prejudicial/pecuniary interests they may have in relation to items on this Agenda.  
The interest should be declared by stating:  
a) the item you have the interest in  
b) whether it is a personal interest and the nature of the interest  
c) whether it is also a prejudicial/pecuniary interest  
d) if it is a prejudicial/pecuniary interest, whether you will be exercising your right to speak under Public Question Time  
Members and Officers will then need to re-declare any prejudicial/pecuniary interest at the commencement of the item or when the interest becomes apparent.
- 26.44 TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON 16 MARCH 2026.**
- 26.45 UPDATE ON IMPLEMENTATION OF ACTIONS NOT COVERED ELSEWHERE ON THE AGENDA**  
To note the update report (FM).
- 26.46 TO RECEIVE VERBAL REPORTS FROM WEST SUSSEX COUNTY COUNCIL (WSCC) AND ARUN DISTRICT COUNCIL (ADC) COUNCILLORS**
- 26.47 PUBLIC QUESTION TIME OF UP TO FIFTEEN MINUTES**  
The Question Time is the only opportunity for the public to address the meeting, make representations, answer questions and give evidence in respect of any item within the remit of the Council, and not limited to matters of the agenda for that meeting. (Standing Order 1d). Where it is not possible to give immediate answers, the answers will be given at the next Meeting or, if preferred, sent direct to the questioner.
- 26.48 TO AGREE COUNCILLOR MEMBERSHIP FOR THE FOLLOWING PARISH COUNCIL COMMITTEES**  
a) Planning Committee and Terms of Reference  
b) Finance and Governance Committee and Terms of Reference  
c) Sheep Fair Committee

- 26.49 TO AGREE COUNCILLOR REPRESENTATION ON NON-COMMITTEE ROLES, WORKING GROUPS, AND OUTSIDE BODIES**
- 26.50 REVIEW OF ANNUAL PARISH MEETING (APM)**  
To consider feedback from the APM held on 27 April 2026 (SS)
- 26.51 POLICY TO APPOINT NON-COUNCILLORS TO WORKING GROUPS**  
To consider a formal policy to facilitate support for Working Groups (FM)
- 26.52 HARMONISATION OF VILLAGE GRANTS PROCESS**  
To receive an update on progress (SS)
- 26.53 REPORTS FROM WORKING GROUPS AND OUTSIDE BODIES FOR NOTING/RATIFYING**
- a) Open Spaces Working Group (tbc)
  - b) Trees Working Group including Community Orchard (JW)
  - c) Allotment Gardens (JW)
  - d) Village Hall Trust (SH)
  - e) Community Resilience Plan (DP)
  - f) Roads and Parking Working Group (LK)
  - g) Wattle House Feasibility Study Working Group including proposals for future engagement (CG/KD)
  - h) FPC and Findon Village Pre-School Working Group (SH)
  - i) Community Infrastructure Levy (CIL) Working Group (KD)
- 26.54 GRASS CUTTING TENDER CONTRACT**  
To update and close the project (SH).
- 26.55 ALLOTMENT GARDENS**  
To receive an update on the proposed transfer of land from Arun District Council and nominate a councillor to take this project on (FM).
- 26.56 VILLAGE DEFIBRILLATORS**  
To note progress. (FM/JW).
- 26.57 NEPCOTE GREEN POND**  
To note the Management Plan contract for 2026 (CG).
- 26.58 DATA PROTECTION OFFICER SERVICES**  
To consider future provision of services and approve new policies (FM).
- 26.59 CLERKS REPORT**  
To note the report and consider any items for ratification/approval (FM).
- 26.60 REPORTS FROM FPC COMMITTEES FOR NOTING/RATIFYING**
- a) Planning.
  - b) Finance & Governance.
- 26.61 FINANCE (FM)**
- a) To note Receipts and Bank Reconciliations as circulated.
  - b) To approve Payments as circulated.
- 26.62 ITEMS TO BE REFERRED TO NEXT AGENDA**

**Agenda Item 26.57**

Report to **Findon Parish Council**  
Meeting Date **18 May 2026**  
From **Cllr Gilbert**  
Title of Report **Nepcote Green Pond Management Plan (MP) for 2026**  
Purpose of Report **To note**

**1. Updates for noting/background**

- 1.1 Findon Parish Council (FPC) agreed a new contract with 'Pete the Pond' for 2026 with a budget of £1500.00. He has already made a brief visit this year (unannounced) to have a general tidy up. At the time of writing, no duckweed was apparent, but it is expected shortly. Hopefully our frequent duckweed clearing exercises will reduce the impact of the duckweed over the years. We await advice from Pete regarding his next visit.
- 1.2 The updated 2026 Pond Management Plan is attached for reference as an appendix to this report.

**2. Issues for discussion/ratification by full Council (if applicable)**

- 2.1 None.

# P.T.P.

Pond construction, hard landscaping

Pond consultants, native aquatic supplier

P. J. BIRCHALL  
4 WINDOVER WAY, WILLINGDON  
EAST SUSSEX BN22 0RQ  
Telephone: 01323 507740 Mobile: 07970 891711  
E-mail: [peter.birchall@dsl.pipex.com](mailto:peter.birchall@dsl.pipex.com)  
[www.petethepond.co.uk](http://www.petethepond.co.uk)

Date: 27.09.2025

Client's name: Chris Gilbert, Findon Parish Council 34 Normandy Lane East Preston West Sussex BN16 1LY

Project name: Nepcote lane wildlife pond findon yearly management plan

## Estimate

PAGE 001

This is an estimated quote for the yearly management plan of nepcote lane wildlife pond Findon, this type of management we do for many ponds.

This yearly management of the pond in Nepcote lane would start from the 1<sup>st</sup> of January until the end of December 2026.

What we do is guarantee to do four events over the year at the pond which work out as a spring one day, two days in summer time and a final clean up in late autumn the time can vary depending on weather and other things, so don't give set days.

Other than that we also do odd few hours in-between to keep the pond correct and members of my team will pop in when passing to do little half hour jobs of pruning clearing rubbish and other things if needed these are days above the guaranteed times, and on our cost.

We are also on hand under the management plan to come over if needed for, say if a tree falls into pond or a shopping trolley thrown in to get out.

Under our management we will also check wildlife content of pond and add remove plants to help keep invasive species out and over growth but also add new native species of plants to help keep and increase biodiversity of the pond.

We will record any wildlife found and will pass over such information to you and any comments from people.

This would be on a set budget cost for the year, and we would do the work over the year and only take payment in October of the set budget as estimated.

This way you see that we have done all the work on pond and you are happy, we then get to build with you a relationship of trust and knowledge and expertise for future.

End of each year which will be in October we shall write up an end of year report and set the budget for the next years work, the report will give you update on the pond on what we have seen learnt over the year and advice on what may be required for following year.

I do the report and invoice in October as this is our high out going month on many of my costs on business we carry on the management after that until end of December.

And if next year is approved on budget and us managing pond we start again in January to carry on.

We work on our reputation on these ponds and at present manage quite a few on this basis and far as I know have a good name and reputation for our work.

I shall estimate the cost here and that will be the set cost, we won't go over that, unless there is a very good reason to do so that would need discussion on before doing so.

I shall also give you a rough guide on what tasks we shall do at the pond on our days of work.

# P.T.P.

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[www.petethepond.co.uk](http://www.petethepond.co.uk)

Date: 27.09.2025

Client's name: *Chris Gilbert, Findon Parish Council 34 Normandy Lane East Preston West Sussex BN16 1LY*

Project name: **Nepcote lane wildlife pond findon yearly management plan**

## Estimate

PAGE 002

As a rough guide the sort of tasks we shall do on the pond over the year would be,

- 1) Keeping brambles and stinging nettles in check from too much over growth,
- 2) Removal of over growth of duckweed in the pond
- 3) Some pruning of shrubs, tree branches when required
- 4) Taking out invasive species
- 5) Adding new marginal and aquatic native plants
- 6) Keeping inflow gully cleared from silt road run off
- 7) Adding new hibernaculum's for extra habitat
- 8) Removal of plastic and other rubbish if found in pond
- 9) When needed removal of build up of silt from pond
- 10) General tidy up to keep the area good for wildlife but also viewing points for public
- 11) The checking of the wildlife's health

I estimate the cost for the management year of 2026 to be £2,600.00

Please feel free to discuss further any of the above over management plan.

For the year 2026 with further discussion with Chris and working to help within your budget

We are very happy to adjust the above management cost for you to £1,500.00

An agreed sum between Chris and us this wont effect what we shall do and or reputation of our work the great results will be seen.

As an eco friendly company we do our very best to recycle all we can on a project to stop waste of all sorts going to land fill.

We do our best to not go over estimated price and any work other than estimated for will be priced up separately before undertaking.

We work on reputation and rely on our good name being passed on to others.

We work to help increase biodiversity which helps our native wildlife.

Report to	<b>Findon Parish Council</b>
Meeting Date	<b>18 May 2026</b>
From	<b>Fiona MacLeod, Clerk</b>
Title of Report	<b>Data Protection Officer (DPO) services and adoption of new policies</b>
Purpose of Report	<b>For approval</b>

**1. Background**

- 1.1 Maureen Chaffe, Processmatters2 has been the DPO for Findon Parish Council for some years and the commencement date for the new DPO contract date was 1 April 2026.
- 1.2 The contract is published with this report and the annual cost of DPO services for one year from 1 April 2026 is £180.00. Data Protection and Freedom of Information requests have become increasing complex and Processmatters2 will now charge an hourly rate for dealing with responses when appropriate. The first response will remain free as part of the contract, however subsequent requests would be charged at £70.00ph. This would be agreed on a case-by-case basis with the Council before work is undertaken.
- 1.3 In addition, whilst dealing with other parishes on these matters, a lack of coherent policies had been identified. Maureen Chaffe has created several new policies consistent across parishes which are recommend for adoption. These are Complaints Procedure, Vexatious Complaints Policy, and Data Protection Policy as amended by the Data (Use and Access Act) 2025. These documents are published with the report.

**2. Issues for approval by full Council**

- 2.1 Approve the contract for Processmatters2 to carry our DPO services at a cost of £180.00 as set out in para 1.2 of the report.
- 2.2 Approve and adopt the policies detailed in para 1.3 of the report.

# Parish Council Complaints Procedure

## 1. Purpose

Findon Parish Council aims to provide high-quality services to the community. We recognise that from time-to-time things may go wrong, and when they do, we welcome complaints as an opportunity to improve.

This procedure explains how complaints will be handled fairly, consistently, and transparently.

## 2. What is a Complaint?

A complaint is an expression of dissatisfaction about:

- The Council's procedures
- The administration of Council business
- The conduct of Council staff

## 3. What This Procedure Does Not Cover

This procedure does **not** apply to:

- Complaints about Councillors (handled under the Code of Conduct via the District Council Monitoring Officer)
- Financial irregularities (subject to external audit processes)
- Planning decisions (these are statutory processes)

## 4. Informal Resolution

Where possible, complaints should first be raised informally with the Parish Clerk.

- Many issues can be resolved quickly at this stage
- The Clerk will aim to respond within 7 working days

## 5. Formal Complaints Procedure

### Stage 1 – Submission of Complaint

If the issue cannot be resolved informally, a formal complaint should be made:

- In writing (email or letter)
- Addressed to the Parish Clerk
- Clearly stating:

- The nature of the complaint
- Relevant dates and details
- Desired outcome

The Clerk will acknowledge receipt within 5 working days.

## **Stage 2 – Investigation**

- The complaint will be investigated by the Clerk (or the Chairman if the complaint concerns the Clerk)
- Relevant evidence will be gathered
- The complainant may be contacted for further information

A written response will normally be provided within 15–20 working days.

## **Stage 3 – Review by Council**

If the complainant is dissatisfied with the response, they may request a review.

- The request must be made in writing within 14 days
- The complaint will be considered by:
  - The Chairman and at least two councillors, or
  - A complaints panel

The complainant may be invited to attend a meeting to present their case.

A final decision will be issued in writing within 20 working days of the review.

## **6. Complaints Meetings**

Where a complaint is considered by councillors:

- The complainant will be given at least 7 days' notice
- They may bring a representative
- The meeting will follow a fair and structured format
- The Council may exclude the public and press if confidential matters are discussed

## **7. Outcomes**

Following investigation, the Council may:

- Uphold the complaint (in full or in part)
- Not uphold the complaint
- Take action to improve procedures
- Offer an apology or explanation

## **8. Unreasonable or Vexatious Complaints**

If a complaint is pursued in a way that is unreasonable or persistent, it may be managed under the Council's Vexatious Complaints Policy.

## **9. Record Keeping**

The Council will:

- Keep a record of all complaints and outcomes
- Handle information in line with data protection requirements
- Use anonymised data to improve services

## **10. Escalation Outside the Council**

If the complainant remains dissatisfied after the Council's procedure is complete, they may contact:

- The Local Government Ombudsman (where applicable)
- Or seek independent advice

## **11. Freedom of Information Complaints (Internal Review)**

If a requester is dissatisfied with the Council's response to a request under the Freedom of Information Act 2000, they may request an internal review.

### **How to Request a Review**

- Requests must be made in writing
- Submitted within 40 working days of the response
- Should state the reasons for dissatisfaction

### **Review Process**

- The review will be carried out by someone not involved in the original decision (where possible)
- The Council will reconsider:
  - The handling of the request
  - Any exemptions applied
  - The completeness of the response

### **Timescales**

- The Council will aim to respond within 20 working days
- Complex reviews may take up to 40 working days

## **Outcome**

The Council will write to the requester with:

- The outcome of the review
- Reasons for the decision
- Details of the next step

## **Further Escalation**

If the requester remains dissatisfied, they may complain to the Information Commissioner's Office.

# **12. Data Protection Complaints**

This section applies to concerns about how the Council handles personal data under the Data Protection Act 2018 and UK GDPR.

## **Raising a Concern**

Individuals who are concerned about how their personal data has been handled should contact the Council:

- In writing (email or letter)
- Providing details of the concern
- Including any relevant dates or correspondence

Requests should be directed to the Clerk or Data Protection Officer (if appointed).

## **Investigation**

The Council will:

- Acknowledge the concern within 5 working days
- Investigate how the data has been processed
- Review compliance with relevant legislation
- Respond within 1 calendar month (in line with statutory requirements)

## **Outcome**

The Council will provide a written response outlining:

- Findings of the investigation
- Any corrective action taken
- Steps to prevent recurrence

### **Further Escalation**

If the individual is dissatisfied with the Council's response, they may complain to the:

Information Commissioner's Office at <https://ico.org.uk/>

## **13. Policy Review**

This procedure will be reviewed every **2–3 years** or sooner if required.

## **Data Protection Officer Agreement**

**Dated: 1st April 2026**

### **1. Parties:**

Processmatters2 (the "Data Protection Officer"(DPO));

and

Findon Parish Council (the "Council")

### **2. Background**

2a. There is no requirement for you to appoint a DPO however it is good practice to do so. The DPO is there to assist you to monitor internal compliance, inform and advise on your data protection obligations, provide advice regarding Data Protection Impact Assessments (DPIAs) and act as a contact point for data subjects and the supervisory authority.

2b. The Parties have agreed to enter into this Agreement to ensure compliance with the General Data Protection Regulations (the Regulations).

### **3. Tasks that will be performed by the DPO ( as defined in Article 39):**

- to inform and advise you about your obligations to comply with the GDPR and other data protection laws;
- to monitor compliance with the GDPR and other data protection laws, and with your data protection policies, including internal data protection activities; raising awareness of data protection issues, initial training of all staff and conducting one internal audit per annum;
- to advise on, and to monitor, data protection impact assessments;
- to cooperate with the supervisory authority; and
- to be the first point of contact for supervisory authorities and for individuals whose data is processed (employees, customers etc).

### **4. How you will support the DPO**

You must ensure that:

- the DPO is involved, closely and in a timely manner, in all data protection matters;
- the DPO reports to the highest management level of your organisation, ie board level;
- the DPO operates independently and is not dismissed or penalised for performing their tasks;

- you provide adequate resources (sufficient time, financial, infrastructure, and, where appropriate, staff) to enable the DPO to meet their GDPR obligations, and to maintain their expert level of knowledge;
- you give the DPO appropriate access to personal data and processing activities;
- you give the DPO appropriate access to other services within your organisation so that they can receive essential support, input or information;
- you seek the advice of your DPO when carrying out a DPIA; and
- you record the details of your DPO as part of your records of processing activities.

## 5. Responsibilities

The DPO isn't personally liable for data protection compliance. As the controller or processor it remains your responsibility to comply with the GDPR.

SIGNED for and on behalf of Processmatters2 by:

Print Name: Maureen Chaffe      Position: DPO

Signature:



SIGNED for and on behalf of Findon Parish Council by:

Print Name: ..... Position: .....

Signature: .....

# Data Protection Policy

## 1. Introduction

This policy sets out how Findon Parish Council (the Council) processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025 (DUAA).

The Council is committed to ensuring that personal data is handled lawfully, transparently, securely and in line with individuals' rights.

This policy applies to all personal data processed by the Council, whether held electronically or in manual filing systems.

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## 2. Roles and Responsibilities

The Council is the Data Controller for the purposes of data protection law.

The Clerk is responsible for overseeing data protection compliance, including:

- Monitoring compliance with this policy
- Managing subject access requests
- Handling data breaches
- Acting as the main point of contact for data protection matters

All staff, Councillors and volunteers are responsible for:

- Complying with this policy
- Ensuring personal data is handled appropriately
- Reporting any data breaches immediately

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## 3. Definitions

**Personal data:** Any information relating to an identified or identifiable individual.

**Special category data** includes information relating to:

- Race or ethnic origin
- Political opinions

- Religious or philosophical beliefs
  - Trade union membership
  - Health
  - Sex life or sexual orientation
  - Genetic or biometric data used for identification
- 

## 4. Data Protection Principles

The Council will comply with the following principles:

1. Lawfulness, fairness and transparency
2. Purpose limitation
3. Data minimisation
4. Accuracy
5. Storage limitation
6. Integrity and confidentiality (security)
7. Accountability

The Council is responsible for demonstrating compliance with these principles at all times.

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## 5. Lawful Basis for Processing

The Council will ensure that all processing of personal data is based on at least one lawful basis under Article 6 UK GDPR:

- Consent
- Contract
- Legal obligation
- Vital interests
- Legitimate interests

Where special category data is processed, the Council will also identify a condition under Article 9 UK GDPR.

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## 6. Use of Personal Data

The Council processes personal data relating to staff, Councillors, volunteers and other individuals.

Personal data will only be:

- Collected for specified, explicit and legitimate purposes
- Used in a way that is adequate, relevant and limited
- Kept accurate and up to date
- Retained only as long as necessary

The Council will provide privacy notices to individuals explaining how their data is used.

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## 7. Data Sharing

Personal data may be shared where necessary and lawful, including:

With regulators

For legal proceedings or advice

To comply with legal obligations

For safeguarding or crime prevention

All disclosures will be assessed on a case-by-case basis and appropriate safeguards applied.

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## 8. Security of Personal Data

The Council will implement appropriate technical and organisational measures to protect personal data, including:

- Access controls
- Secure storage systems
- Staff training

Access to personal data will be limited to those who need it for legitimate purposes.

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## 9. Data Retention

Personal data will be retained only for as long as necessary and in accordance with the Council's Data Retention Policy.

Data will be securely deleted or destroyed when no longer required.

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## 10. Subject Access Requests (SARs)

Individuals have the right to access their personal data under Article 15 UK GDPR.

Requests may be made verbally or in writing.

The Council will:

- Respond within one month of receipt of the request and any required identification
- Request clarification where necessary to locate data
- Apply reasonable and proportionate searches when responding
- Pause the time limit where clarification is required, in line with legal requirements

Information will be provided free of charge unless a request is manifestly unfounded or excessive.

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## 11. Individual Rights

Individuals have the following rights:

- Right of access
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to object
- Right to data portability (where applicable)

The Council will respond to all rights requests within one month.

Individuals also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

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## 12. Data Breaches

All personal data breaches must be reported immediately to the Clerk.

The Council will:

- Assess the risk of the breach
  - Notify the ICO within 72 hours where required
  - Inform affected individuals where there is a high risk to their rights and freedoms
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## 13. Training and Awareness

All staff, Councillors and volunteers will receive appropriate data protection training which will be refreshed annually.

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## 14. Review of Policy

This policy will be reviewed regularly and updated to reflect changes in legislation and guidance.

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For approval by Findon Parish Council on 18 May 2026

Next Review Date:

# Parish Council Vexatious Complaints Policy

## 1. Purpose

Findon Parish Council is committed to dealing with complaints fairly, openly, and in a timely manner. However, the Council recognises that a small number of complainants may behave in a way that is unreasonable, persistent, or vexatious, which can place a strain on limited Council resources.

This policy sets out how the Council will manage such situations.

## 2. Scope

This policy applies to all complaints made to Findon Parish Council, including those submitted in writing, by email, or verbally.

It does **not** apply to:

- Complaints about Councillors that fall under the Code of Conduct (handled by the District/Borough Council Monitoring Officer)
- Freedom of Information or Subject Access Requests (Where requests are made under statutory regimes such as the Freedom of Information Act 2000 or data protection legislation, the Council will apply the relevant legal provisions (e.g. vexatious requests or manifestly unfounded/excessive requests) before considering any restrictions under this policy.”)

## 3. Definition of Vexatious or Unreasonable Behaviour

A complaint may be considered vexatious where the complainant’s behaviour is unreasonable, not the complaint itself.

Examples include:

- Persistently pursuing a complaint where the Council’s complaints procedure has been fully exhausted
- Repeatedly raising the same issue without new evidence
- Making excessive, frequent, or overlapping complaints
- Refusing to accept decisions properly reached
- Making unjustified complaints about staff or councillors
- Using abusive, threatening, or discriminatory language
- Contacting multiple councillors or officers about the same issue
- Attempting to disrupt Council business

## **4. Principles**

The Council will:

- Ensure all complaints are considered on their merits
- Not label a complainant as vexatious simply because they are persistent
- Act proportionately and fairly
- Ensure decisions are evidence-based
- Maintain a record of all relevant communications

## **5. Procedure for Identifying Vexatious Complaints**

1. The Clerk will review the complaint history and behaviour
2. Evidence will be gathered to support any concerns
3. The matter will be referred to the Chairman (or a panel of councillors)
4. A decision will be made collectively and recorded in writing

The complainant will not be labelled vexatious without proper consideration and justification.

## **6. Actions the Council May Take**

Where a complainant is deemed vexatious, the Council may:

- Require all communication to be directed through the Clerk only
- Limit contact to a specified frequency (e.g., one response per month)
- Require communication in writing only
- Refuse to respond to issues already addressed
- Decline to consider further complaints on the same matter unless new evidence is provided
- Restrict contact with individual councillors
- In extreme cases, cease all communication except where legally required

## **7. Notification to the Complainant**

The Council will write to the complainant explaining:

- Why their behaviour is considered vexatious
- What restrictions are being applied
- How long the restrictions will last
- Their right to appeal

## **8. Right of Appeal**

The complainant may appeal in writing within [14–28 days].

The appeal will be considered by:

- A panel of councillors not involved in the original decision, or
- The full Council (excluding those previously involved)

The decision on appeal will be final.

## 9. Review of Restrictions

Restrictions will be reviewed after a set period (e.g., 6 or 12 months).

They may be lifted if:

- The complainant's behaviour improves
- There is no further unreasonable contact

## 10. Record Keeping

The Council will:

- Keep clear records of decisions and correspondence
- Ensure compliance with data protection legislation
- Store information securely

## 11. Policy Review

This policy will be reviewed **every 2–3 years** or earlier if required.

## 12. Legal Context

This policy operates alongside:

- The Council's Complaints Procedure
- The Freedom of Information Act 2000
- The Data Protection Act 2018
- Guidance from National Association of Local Councils