

1st4sport Qualifications Position Statement

Vexatious and Persistent Behaviour

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Scope

This position statement has been established to clarify 1st4sport Qualification's position 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.

This Position Statement should be read in conjunction with the 1st4sport Qualifications Scope of Recognition Statement¹.

Objective

The objective of this position statement is to specify the actions to be taken should any stakeholder behave in a vexatious or persistent manner in corresponding with 1st4sport Qualifications. It covers the following areas:

- Definition of vexatious or persistent behaviour.
- Examples of potential behaviour that could be considered vexatious or persistent.
- 1st4sport Qualifications process for dealing with vexatious or persistent behaviour.
- Restrictions to be applied in the event of vexatious or persistent behaviour.
- Glossary of terms.

Definition

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 cause².
- Any stakeholder making unreasonable demands on 1st4sport staff.
- Any stakeholder making unfounded accusatory remarks about 1st4sport Qualifications or 1st4sport staff.

Examples may include:

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

¹ This can be found on the 1st4sport Qualifications website – www.1st4sportqualifications.com – in the 'About us' section.

² This includes repeated correspondence related to ongoing investigations, enquiries or requests; where new evidence or information is not provided or not yet available.

1st4sport Qualifications Process for dealing with vexatious or persistent behaviour

Below is the process that will be followed in the event that a stakeholder behaves in a vexatious or persistent manner.

The stakeholder will be contacted by a member of the 1st4sport Qualifications Strategic Management Team 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 Qualifications staff may be applied.

If the vexatious or persistent behaviour continues, the matter will be raised with the 1st4sport Qualifications Compliance and Risk Team who will decide whether it is appropriate to apply restrictions to the permitted correspondence from this stakeholder.

Where restrictions applied are not adhered to, the matter will be referred to the 1st4sport Qualifications Strategic Management Team and legal advice may be taken. Appropriate penalties may then be applied.

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

Restrictions that can be applied in the event of vexatious or persistent behaviour may include:

- Restricting correspondence to a particular member of 1st4sport Qualifications staff e.g. Compliance and Risk Team Manager or Head of Learning and Assessment Services.
- 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 Qualifications 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 in the 1st4sport Qualifications Intelligence Logs and all 1st4sport Qualifications/Coachwise/UK Coaching staff will be informed of the restriction and authorised to apply them.

Glossary of terms

Term	Definition
Vexatious	<p>Action causing or tending to cause annoyance, frustration, or worry.</p> <p>Action that is brought without sufficient grounds, purely to cause annoyance.</p>
Persistent	<p>Continuing firmly or obstinately in an opinion or course of action.</p> <p>Continuing to occur over a prolonged period.</p>

Version control

Version number	Date	Comments
V1	October 2015	New Document
V2	November 2017	Full review of document contents
V3	July 2019	Review of document. Clarifications to restrictions that can be applied. Minor amendments to wording.