



# Hampshire County Council

Ms S Palmer  
s.palmer235@btinternet.com

Corporate Services  
The Castle, Winchester,  
Hampshire SO23 8UJ

Telephone 01962 841841

Fax 01962 840215

DX Winchester 2510

www.hants.gov.uk

Information Compliance Team

My reference

Contact 1216

01962 846612

Your reference

8 March 2013

E-mail

Corporate.complaints.team@hants.gov.uk

Dear Ms Palmer

## Contact with the County Council

With reference to your ongoing contact with Hampshire County Council's Countryside Team regarding public access and commons.

In recent months you have been contacting the Countryside Team via email and Facebook, requesting information and explanation. It has also come to the notice of the County Council through email trails that the County Council has been copied into that you plan to maintain this course of action, and are even being encouraged to do so by other members of the public. The Countryside Team have always done their best to provide timely responses. The continual correspondence and your plans to maintain your current course of action has and will continue to put a severe pressure on the Countryside Team.

The Director of Culture, Communities and Business Services, Karen Murray in conjunction with myself as Head of Information Compliance for the County Council, have decided that your contact with the County Council should be restricted. Having reviewed your contact with the County Council and statements made in correspondence it has been decided to implement the County Council's 'Unreasonable Complainant's Behaviour policy'. The County Council has adopted the definition used by the Local Government Ombudsman, one of these states that unreasonable complainant behaviour occurs when:

- The contact may be amicable but still places very heavy demands on staff time, or may be very emotionally charged and distressing for all involved.

Chief Executive

Andrew Smith OBE MA DPA MBA

Your correspondence with officers of the Countryside Team is putting excessive demands and pressure on staff time and this will continue into the foreseeable future due to the actions you are preparing to take. These demands are impacting on the service we offer to other members of the public.

In addition the County Council have taken the view that the effect of your continual correspondence is to harass officers from the Countryside Team, and the welfare of our officers has to be taken into consideration

Taking the above into account I believe that your behaviour is consistent with the County Council's policy.

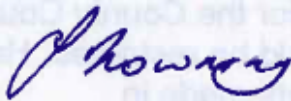
Therefore your contact with the County Council will be restricted to the following:

- Any further contact with the County Council will only be accepted by email.
- All emails should be sent to the following email account – [row.notices@hants.gov.uk](mailto:row.notices@hants.gov.uk)
- Your emails will be read but not acknowledged, if any new issues are raised that have not been previously responded to then they will be considered accordingly.
- The restriction will be reviewed in 12 months and a decision will then be made as to whether or not it is necessary to keep the arrangements in place. I will write to you and advise you of our decision.

If you are not content with the County Council's decision to implement its Unreasonable Complainant Behaviour policy you have the right to contact the Local Government Ombudsman, their advice line is 0300 061 0614, alternatively you can write to them at the following address:

Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

Yours sincerely



Judith Downing  
Head of Information Compliance