

Freedom of Information Request – Response – 27645

Please accept this email as a formal request for information under the Freedom of Information Act 2000.

I am requesting information about your authority's use of policies relating to "Unreasonably Persistent Complainants," "Vexatious Correspondence," "Unreasonable Customer Behaviour," or any equivalent policy used to restrict or manage contact with members of the public (hereafter referred to as the Policy).

1. Policy Status

Please provide either:

- a copy of the current Policy, or
- a direct URL to the Policy on your website.

<https://www.suffolk.gov.uk/asset-library/unreasonable-behaviour-policy-2026.pdf>

2. SEND Related Sanctions

For each of the following financial years, please state how many individuals who were issued a formal warning letter or had communication restrictions applied under the Policy were parents, carers, or representatives whose primary ongoing correspondence concerned:

- Special Educational Needs and Disabilities (SEND),
- an Education, Health and Care Plan (EHCP), or
- statutory SEND processes.

Please provide separate figures for:

- FY 2024–25 - 4 Formal Unreasonable Behaviour Policy implementations – all CYP
- FY 2025–26 - 8 Formal Unreasonable Behaviour Policy implementations – 3 Corporate, 2 ASC, 3 CYP
- Current FY 2026–27 - 3 Formal Unreasonable Behaviour Policy implementations – 1 Corporate, 2 CYP

Suffolk County Council categorise by directorate only (ASC/ CYP/ Corporate). We do not formally record warnings, as they are not reportable.

3. Trigger Points Following Appealable Decisions

For each of the same financial years listed above, please state how many of the individuals identified in Question 2 were issued a warning letter or communication restriction within 30 days of the local authority issuing a legally appealable SEND decision (e.g., EHC needs assessment decision, EHC plan content decision, placement decision, or cease to maintain decision).

Please provide separate figures for:

- FY 2024–25
- FY 2025–26
- Current FY 2026–27

Not recorded.

4. Exemptions and Cost Limits

If you choose to withhold any information, please provide:

- *the specific exemption(s) relied upon, and*
 - *the outcome of the public interest test (where applicable).*
- Not Applicable.