

**PRO-FORMA FOR ASSESSING THE RELEVANCE OF
FUNCTIONS/POLICIES TO THE GENERAL DUTIES UNDER THE
EQUALITY ACT 2010**

This form is to be completed by all service to assess whether a function, policy and operation has the potential for a negative or positive impact in relation to the general duties as per the Equality Act 2010.

Function/Policy Name:	Persistent and Vexatious Complainers Policy (PVC)
Brief Description/Aims:	To support the organisation is delivery a fair, transparent and consistent approach to the management and communication with persistent and vexatious complainers.
Date of Assessment:	1 st April 2015
Service:	Policy, Standards and Compliance.
Assessment Officer:	Iain Paterson

SECTION (1) EQUALITY COMPLIANCE

1.1 Which of the parts of the general duty is relevant to the function or policy:
(Delivering equality between people who share a protected characteristic and those that do not)

	Duty	Relevance (high, medium, low)	Details
1	Eliminate discrimination, harassment and victimisation	High	The PVC policy compliments the Complaints, Compliments and Comment Policy 2015. PVC outlines the objectives and procedure through which to deliver a fair, proportional and consistent approach to dealing with persistent and vexatious complainers.
2	Advance equality of opportunity	High	The PVC ensures equality in ensuring that persistent and vexatious complainers continue be supported in highlighting their concern through a proportional and appropriate complaints procedure.
3	Foster good relations	High	With equal consideration to the impact of persistent and vexatious complainer on resources and staff.

1.2 Is there any evidence or reason to believe that individuals/groups with protected characteristics could be affected?
(E.g. higher or lower uptake of services, barriers to equality in access?)

Protected Characteristic	Positive impact	Negative Impact
Age	The PVC delivers an equal, fair and consistent approach to all complainants that are assessed as persistent and vexatious. Consideration is given to the protected characteristic of the complainant and appropriate measures, where required, are put in place to ensure he/she is able to fully engage and be supported.	
Religion & Belief		
Sexual Orientation		
Gender		
Disability		
Gender Reassignment		
Pregnancy & Maternity		
Any other information or group that may be affected?	The CCC builds on the user-led and positive approach the organisation takes to complaints in line with the SPSO Model Complaints Handling Process.	

SECTION (2)

EVIDENCE OF IMPACT

2.1 In coming to the above decision, with whom have you consulted and/or what information was gathered? (Sources include the Household Survey, consultation, research reports, equality monitoring, customer feedback forms, complaints)

No.	Consulted with / Research	Details of when / how	Outcome from consultation/research
	Not required.		

2.2 How much evidence have you collected?

None	A little	Some	(A lot)
X			

2.3 Is there any public concern that functions/policies are being operated in a discriminatory manner? (E.g. expressed in the media, research reports, the Household Survey, customer feedback forms or complaints)

None	A little	Some	(A lot)
X			

Please specify:

**EQUALITY IMPACT ASSESSMENT
SCREENING FORM**

SECTION (3)

ANY OTHER INFORMATION

One of the instruments used in conjunction with the Complaints, Compliments and Comments Policy as per the Scottish Public Sector Ombudsman's (SPSO) Model Complaints Handling Procedure.

More information of the aforementioned policy is available to the public on the CSG website at: <http://www.communitysafetyglasgow.org/contact-us/making-a-complaint/>

SECTION (4)

ASSESSMENT

Given the information above is a full EIA required?

A full EIA is not required.

SECTION (5)

AUTHORISATION OF EIA

EIA Screening is to be completed by the service and forwarded to the Equality Team in Policy for assessment.

Responsibility	Name	Signature	Date
Officer Carrying Out Assessment	Nazim Hamid		
Equality Officer Assisting	Iain Paterson		
Head of Service <i>(Approved for publication)</i>	Nicola McPhee		