



South Tyneside Council

Mr Dawson
Email: mick.dawson@theharbourview.co.uk

Date: 29 April 2022
Our Ref:

Dear Mr Dawson

I am writing to you following Ms Abbott's letter to you of 29 April 2021, regarding the contact restrictions imposed due to your repeated enquiries of the Council and elected members, regarding complaints with the boat shed built at UK Docks.

You have continued to email the Council regarding your views on the historic complaint, despite being advised that the Council will not respond to further requests to re-open the complaint, as this has completed our complaints procedure and the Local Government Ombudsman had also issued decisions on your complaints in 2013 and in 2015, neither of which were upheld.

The letter from Ms Abbott advised that the restrictions and your contacts would be reviewed in twelve months' time. I have now completed my review:

You have continued to regularly email the Council on at least 18 occasions since 29 April 2021, referencing your historic complaints with the UK Docks site, attempting to raise new complaints on the same issue and with the Council and Local Government Ombudsman's complaints handling, matters which have been fully addressed previously.

I have noted a link to the Council's Complaints Policy: <https://www.southtyneside.gov.uk/article/71788/Complaints-Policy> and would refer you to Section 7 on Dealing with Unreasonable Behaviour. In my view, your behaviour is unreasonable because:

- persistent refusal to accept a decision; persistent refusal to accept explanations;
- continuing to contact us without presenting new and relevant information
- Adopting a 'scattergun' approach: pursuing a complaint or complaints with the authority and, at the same time, with a Member of Parliament/a councillor/independent auditor/the Standards Board/local police/solicitors/the Local Government Ombudsman/the press.

I must therefore advise you that we will continue with your current contact restrictions, which are:

- Any emails you make to officers of the Council regarding this subject, will not be acknowledged or responded to.
- Any complaints you may wish to raise with the Council must be emailed to the Customer Advocacy inbox customer.advocates@southtyneside.gov.uk. Any correspondence to this email address will be monitored weekly.

- Any new issues you raise will be dealt with appropriately, but you will only receive a response to new and substantive points of complaint. Any correspondence that refers to historic issues will not be responded to or acknowledged but will be referred to when reviewing these contact restrictions.
- You should raise any new general enquiries or requests for service such as waste collections, council tax enquiries, with our Customer Contact Centre by telephone on **0191 427 7000**.

These restrictions will be reviewed in twelve months' time.

Yours sincerely

Alison Hoy
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