

Vexatious Client Policy

1. Introduction

At MLP Law, we are committed to providing high-quality legal services to all clients and ensuring a respectful, professional, and efficient working relationship. We recognise, however, that certain behaviours by clients may be considered unreasonable or vexatious, placing unnecessary strain on our resources and colleagues. This policy outlines how we identify, manage, and address such behaviour to maintain a productive working environment and ensure fair treatment for all.

2. Definition of Vexatious Client Behaviour

A vexatious client is one whose actions or conduct may unreasonably hinder or disrupt the services provided by MLP Law. Examples of such behaviour include, but are not limited to:

- Repeatedly raising the same issues despite having received an adequate response.
- Excessive or disproportionate communications that hinder efficient service delivery.
- Unreasonable demands for response times, outside of what is professionally feasible.
- Abusive, threatening, or aggressive language or conduct toward staff.
- Refusing to accept decisions, advice, or recommendations provided by the firm without clear justification.
- Engaging in behaviour intended to intimidate or harass colleagues.

3. Identifying Vexatious Conduct

Clients may be considered vexatious if they demonstrate persistent conduct that meets any of the criteria listed above. Colleagues who feel a client is behaving in a vexatious manner must document their experiences, including specific instances and communications, and escalate the matter to their team lead, senior management or a designated compliance officer.

4. Managing Vexatious Clients

If a client is identified as vexatious, MLP Law will take the following steps to address the situation:

- Initial Review: Senior management or the compliance officer will assess the documented behaviour and determine if it meets the criteria for vexatious conduct.



- **Notification:** If a client is deemed vexatious, they will be informed in writing, detailing the specific behaviours and requesting that these behaviours cease immediately. The communication will outline the impact of such behaviour on service delivery.
- **Setting Boundaries:** The firm may set clear parameters for future communications, such as limiting contact to specific times or restricting communications to written formats only.
- **Temporary Suspension of Services:** Where necessary, the firm may pause ongoing services pending further review and the client's adherence to the requested changes in behaviour.

5. Consequences of Continued Vexatious Behaviour

If a client fails to adhere to the outlined changes and continues vexatious behaviour, the firm reserves the right to take further action, which may include:

- Termination of the client relationship in accordance with professional conduct regulations.
- Reporting any abusive or threatening behaviour to appropriate authorities if safety or well-being is compromised.

6. Appeals Process

Clients have the right to appeal any decision made under this policy. Appeals must be submitted in writing to the designated compliance officer or managing partner, stating the reasons for reconsideration. The firm will review the appeal and respond in writing within 21 business days.

7. Monitoring and Review

MLP Law Ltd will ensure this policy is regularly reviewed to remain aligned with best practices and legal standards. Colleagues will be trained to identify and manage vexatious client behaviour effectively.

8. Confidentiality and Data Protection

All records and communications related to the management of vexatious client behaviour will be handled in accordance with the firm's data protection and confidentiality policies.

9. Contact for Policy Queries

For further details or queries related to this policy, please contact Stephen Attree, Managing Partner.

Date of Implementation: 3rd December 2024

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Approved by: Managing Partner

