

Scattergun Complainants

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lifechanging



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'Scattergun complaints'

What is a tangible methodology for handling scattergun approaches, i.e. complainants unwilling to accept decisions and copying senior staff, councillors, and MPs into emails?

Within your organisation

- How do you know its happening?
- How do staff know what to do?
- Signposting the complainant the right way
- The danger of the well-meaning

- Senior staff...

Disengaging

- How and when to disengage
- The importance of doing so
- Duty of care to staff
- Efficient operation of an organisation
- When to draw a line
- What happens if that's not observed?

The outside world

- Who might it be?
- Don't panic!
- How do we respond to their interest?
- Remember rules about disclosure
- How might we 'train' external stakeholders?

When it won't stop...

- Technical solutions
- Disciplinary solutions
- Legal solutions
- Duty of care to staff

- ...but what about freedom of speech?

- The danger of being heavy-handed....

A word on going viral

- When it might happen
- Don't panic
- One clear consistent message
- Tomorrow's digital chip wrapper

In summary

- Clear message, understood by all staff
- The ability to signpost
- Clear message, to use with people external

- Don't panic
- Don't step outside process

Thank you. Questions welcome.

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