

6.8.4. Abuse from complainants

In 2019, half of all antisemitism complaints, and a third of all antisemitism cases, came from one individual.¹⁷²⁷

This person's complaints are typically poorly evidenced and submitted in a format that hinders investigation. This individual repeatedly emails about the same cases, cluttering the Complaints inbox and taking staff time, as staff always have to check whether a case already exists or not, and whether or not all the evidence the complainant is providing has already been logged.

A large proportion of the people this individual complains about are either not Party members or are already in the disciplinary process, something the complainant has been told repeatedly.

The complainant is often rude and abusive in their replies to staff responding to his complaints. The Party is also aware that the complainant uses similar language towards people, including Labour members, on social media.

As a good employer and the Party of workers' rights, the Labour Party operates a "Dignity at Work" policy which maintains that all staff must be able to carry out their work without experiencing abuse or harassment. This same complainant regularly emails targeting one staff member in GLU and making unfounded and offensive allegations about this staff member's character.

This not only has an impact on this staff member's working environment, but can also have an impact on the wider team, who regularly read such comments about their colleague and feel anxious that this individual may send emails making similar comments about them and other staff in the team in future.

However, GLU staff have nevertheless invested considerable resources in ensuring that all this complainant's complaints are logged and investigated. Staff consider all complaints of antisemitism that have been raised with the party, even when the complainant is not a Party member or uses abusive language themselves.

¹⁷²⁷ For evidence cited in this section, see: 2018-19: Ben Santhouse.