

is a complaint trivial or vexatious?

A complaint can be considered to be trivial if it is clearly and obviously futile and the conduct complained of is of little or no weight or importance or the complaint is not worth serious attention.

A complaint is vexatious where it has been made without reasonable or sufficient grounds and for the purpose of causing trouble or annoyance to the occupational therapist. A vexatious complaint involves overtones of an irresponsible pursuit of the complaint and professional conduct process by someone who either knows they have no proper basis for the complaint, who has lost all objectivity, or who is mentally incapable of forming a rational opinion on the topic.