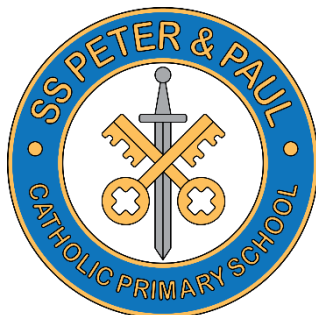



SS Peter and Paul Catholic Primary School



Policy for Managing Serial and Unreasonable Complaints

Policy adopted by the full Governing Body November 2020		
Review date: November 2024		
Chair of Governors		November 2020
Headteacher		November 2020

The School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. If a complainant has concerns about the handling of their complaint, the Headteacher or Chair of Governors will take reasonable steps to discuss them with the complainant informally. We will not normally limit the contact complainants have with our school however, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

The School defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school. Some examples are listed below but the list is not definitive:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance refuses to co-operate with the complaint's investigation process
- refuses to accept that certain issues are not within the scope of the complaint's procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on

- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

It is not helpful if complainants send repeated correspondence to the school about the complaint (either by letter, phone, email or text), as it could delay a resolution.

If the unreasonable behaviour continues, the Headteacher will write to the complainant explaining why their behaviour is unreasonable and ask them to stop. The Headteacher may in addition specify how and how often the complainant may communicate in the future. Such measures will be reviewed after six months.

In response to aggression or violence, we will call the police. The school may bar an individual who is threatening, verbally abusive or violent from the school grounds.