Faith is all around us.

We have to have faith in ourselves in order to be the best that we can be.

We are a small school, with big hearts and together we beat as one.

Sowing seeds of knowledge and faith, with nurture and love.

We thrive and grow.

Policy for Managing Serial and Unreasonable Complaints

Wistow Parochial CE Primary School

Document Status		
Date of Next Review	**October 2027**	**Responsibility – Full Governing Body**
Date of Policy Creation	**March 2019**	Responsible Governor Name
Date of Ratification at FGB Meeting	**October 2026**	**Allen Blake**
Policy Publication/Communication ☐ On the school website ☐ Shared staff network drive ☐ Updates to staff in staff meetings		*Signed off by the above named Governor during the full governing body meeting held on the date stated as ratified.*

Note:

This policy can also be adapted to manage unreasonable or persistent contact not directly associated with, or resulting from, formal complaints.

Wistow Parochial CE Primary School is committed to resolving concerns and complaints fairly, respectfully and in accordance with our Complaints Policy. We encourage open and constructive communication and will always seek to work collaboratively with parents and carers to address any concerns at the earliest opportunity.

While we do not normally restrict communication with complainants, we expect all interactions with school staff to remain respectful and courteous. We will not tolerate behaviour that is abusive, offensive, threatening or unreasonable. Where such behaviour occurs, the school reserves the right

to take appropriate action to protect the wellbeing of staff and maintain positive, productive communication, in line with our Zero Tolerance Policy.

Wistow Parochial CE Primary 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, such as, if the complainant:

- 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 complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints 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.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable'* marking.

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Wistow Parochial CE Primary School causing a significant level of disruption, we may specify

methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Wistow Parochial CE Primary School.