

St John the Baptist Church of England (VA) Primary School



Loving learning, Building
Community, Growing in faith

Data will be processed to be in line with the requirements and protections set out in the UK General Data Protection Regulation.

Managing Serial & Unreasonable Complaints Policy

Review

This policy was approved by the Full Governing Body on 17th September 2024 and will be reviewed every 3 years.

.....
Signed: Jill Carr, Chair of Governors

For the Complaints Management Policy please click [here](#).

St John the Baptist Primary School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. 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.

St John's defines unacceptable 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:

- 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.

St John's defines unreasonable behaviour as the complainant

- refusing to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refusing to co-operate with the complaint's investigation process
- refusing to accept that certain issues are not within the scope of the complaint's procedure
- insisting on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with good practice
- introducing trivial or irrelevant information which they expect to be taken into account and commented on
- raising large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- making unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changing the basis of the complaint as the investigation proceeds
- repeatedly making the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refusing 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
- seeking an unrealistic outcome
- making 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

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 unacceptable and ask them to change it. For complainants who excessively contact St John's 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 St John's grounds.