



POLICY FOR MANAGING SERIAL & UNREASONABLE REQUESTS & COMPLAINTS

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Approved By	FGB
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We work together to nurture an inclusive family of hard-working, respectful individuals who have a lifelong love of learning.

“Life in all its fullness” (John 10:10)

Everything we do is rooted in our belief that all human beings are loved and cared for by God

Embsay School is committed to dealing with all issues (including requests, concerns and complaints) fairly and impartially, and to providing a high-quality service to those who raise issues. We will not normally limit contacts 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.

Embsay School defines unreasonable behaviour as that which hinders our consideration of issues because of the frequency or nature of the raiser's contact with the school, such as, if the raiser:

- refuses to articulate their issue or specify the grounds of an issue or the outcomes sought by raising the issue, despite offers of assistance
- refuses to co-operate with an investigation in accordance with the Complaints Procedure
- refuses to accept that certain issues are not within the scope of the Complaints Procedure
- insists on the issue 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 a 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 a non specific or 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 and Chair of Governors will discuss any concerns informally with the complainant or raiser.

If the behaviour continues, the headteacher or Chair of Governors will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. The matter would then be brought to the governing body to review the application of an '*unreasonable*' marking.

For complainants who excessively contact Embsay 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 Embsay Primary School.

This policy relates to unreasonable or persistent contact regarding formal complaints and unreasonable or persistent contact not directly associated with, or resulting from, formal complaints.