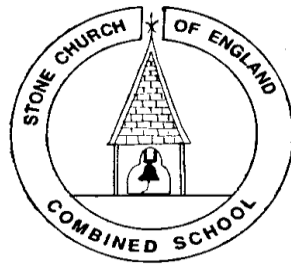


# **Stone Church of England Combined**



## **Policy for managing serial and unreasonable complaints and persistent contact not directly associated with, or resulting from, formal complaints.**

This policy was adopted: 12<sup>th</sup> June 2023

The policy is to be reviewed by: 13<sup>th</sup> June 2024

The school aims to encourage an understanding of the meaning and significance of faith, and promotes Christian values through the experience it offers to all its pupils and community.

*The school vision is:*

***'Love one another as I have loved you' (John 13: 34-35)***

***helping each other to reach for the stars.***

The whole community aspire to fulfil this vision through our Christian values of community, perseverance, honesty, compassion, respect and responsibility each being a 'stepping stone' to success.

Stone CE Combined School is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain (please refer to our Complaints Policy). We will not normally limit the contact complainants have with our school.

However, we do not expect our staff/governors to tolerate unacceptable behaviour and will take action to protect staff/governors from that behaviour, including that which is abusive, offensive or threatening.

Stone CE Combined School defines unreasonable behaviour as that which hinders the day to day running of the school due to unreasonable or persistent contact not directly associated with, or resulting from, formal complaints and that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school. This may include 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 cooperate 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 that are incompatible with the complaints procedure or with good practice;
- introduces trivial or irrelevant information that 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 DfE;

- 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; and/or 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 head teacher or chair of governors will communicate any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the head teacher/Chair of Governors will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants/people who excessively contact Stone CE Combined 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 may immediately inform the police and communicate our actions in writing. This may include barring an individual from Stone CE Combined School.

## **Persistent correspondence**

If a person refuses to engage with the complaints procedure and /or frequently contact the school, causing a significant level of disruption Stone CE Combined School can:

- restrict the person to a single point of contact via an email address; and/or
- limit the number of times the person can make contact.
- limit the frequency to which the contacts are checked

This restriction will be limited to the complainant's capacity to complain. For all other issues the complainant can contact the school as normal unless a ban is in place.