



Ruardean C of E Primary School

Love of Learning - Love of Life - Love of one another
Matthew ch22 v33-40

Policy Reviewed:	Bi-Annually
By:	Performance, Standards & Community Committee
Agreed:	25/06/2026
Next Review:	July 2028
Policy Owner:	Headteacher

Policy for Managing Serial and Unreasonable Complaints

This policy should be read in conjunction with the school's Complaints Procedure. It applies where a complainant's behaviour becomes unreasonable or persistent during or after the complaints process.

Ruardean C of E 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, threatening, or which affects their well-being in general.

Ruardean C of E 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 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 defamatory, abusive or confidential information relating to the school or individuals on social media or 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 Ruardean C of E Primary School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan.

The school may:

- limit contact to one named member of staff
- restrict communication to written format only
- set specific times for contact
- require appointments
- decline to respond to correspondence which raises no new issues or is considered vexatious, having previously provided a full response
- return correspondence that is abusive

All restrictions will be reviewed by the Headteacher and Chair of Governors after six months, or sooner if appropriate, to determine whether they remain necessary, and the outcome will be confirmed in writing.

Any restrictions applied will not prevent the complainant from accessing the school's complaints procedure, but may define how that access is managed.

Any decision to restrict contact will be made by the Headteacher in consultation with the Chair of Governors

Complainants have the right to request a review of any restrictions imposed. This request should be made in writing to the Chair of Governors within 10 school days.

A record will be kept of all decisions to classify behaviour as unreasonable and any restrictions imposed

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 Ruardean C of E Primary School.

This policy does not apply to safeguarding concerns or complaints that raise child protection issues, which will always be investigated.