

*We support you to be confident,
to be yourself and to follow your dreams,
to pick yourself up when you are down,
to take risks and to have fun,
to keep an open mind,
to challenge yourself to be the best you can be,
to be kind to everyone and the world around you.
We are proud to be a family here at Holme!*



HOLME JUNIOR & INFANT SCHOOL

Executive Headteacher: Mr. Damien Bond

Managing Serial or Unreasonable Complaints Policy 2024 – 2025 LA Adopted

Document Status			
Date of Next Review	October 2025	Full Governing Body	
Success Criteria for review completion	All docs read and amended as necessary.	Responsibility	Chair of Governors
Date of Policy Creation	September 2024	Name	James Piggott
Date of Policy Adoption by Governing Body	October 2024	Signed: (Governor responsible) Signed: (Headteacher)	
Method of Communication (e.g Website, Noticeboard, etc)	Website, Server, Policy File in Office		

Holme Junior & Infant 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 the 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.

Holme Junior & Infant School defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'.

A complaint may be regarded as unreasonable when the person making the complaint: -

- 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 while still wishing their complaint to be resolved.
- refuses to accept that certain issues are not within the scope of a complaints procedure.
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- introduces trivial or irrelevant information which the complainant expects to be considered and commented on, or 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, complicated, and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically: -

- Maliciously.
- aggressively.
- using threats,
- intimidation or violence.
- using abusive,
- offensive or discriminatory language.
- knowing it to be false.
- using falsified information; or
- Publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Complainants should limit the numbers of communications with a school while a 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 discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues the head teacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact Holme Junior & Infant school causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include barring an individual from Holme Junior & Infant School premises (**please see this school's parent code of conduct for further information in relation to barring**)

This model managing serial or unreasonable complaints was produced by the school safeguarding team in line with DFE advice and guidance

[School complaints procedures: guidance for maintained schools - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/424222/School-complaints-procedures-guidance-for-maintained-schools.pdf)

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