



FOREST OF DEAN COMMUNITY SCHOOLS FEDERATION

PARKEND PRIMARY & YORKLEY PRIMARY

Managing Unreasonable Behaviour, Persistent Contact and Complaints Policy

(Aligned with the Federation Complaints Policy).

2026 – 2028

Ratified: July 2026

Policy for handling unreasonably persistent, harassing, vexatious, unreasonable or abusive complaints

Introduction

This policy sets out how the Federation manages unreasonable behaviour, persistent contact, and aggression linked to complaints or general communication. It supports and extends the Federation Complaints Policy, ensuring concerns are handled fairly while protecting staff, pupils, and the wider school community from behaviour that is unreasonable, excessive, or harmful.

This policy applies to all parents, carers, visitors, and members of the public engaging with the Federation.

It applies where behaviour:

- Disrupts or delays the complaints process
- Places unreasonable or disproportionate demands on staff
- Impacts negatively on the wellbeing of staff or pupils
- Affects the safe and efficient running of the school

Principles

The Federation is committed to:

- Encouraging open communication and constructive feedback
- Resolving complaints fairly, transparently, and within reasonable timescales
- Working in partnership with parents and carers
- Ensuring that staff and pupils feel safe and respected.

The Federation recognises its duty of care to staff and will take appropriate action to protect staff from behaviour that is excessive, unreasonable, or distressing, including persistent or targeted contact.

Definitions:

Unreasonable Behaviour:

Unreasonable behaviour is conduct which hinders the effective handling of a concern or complaint due to its nature or frequency.

This includes:

- Refusing to clearly outline concerns or desired outcomes
- Failing to engage with the Complaints Policy
- Repeatedly raising the same issue without new evidence
- Introducing excessive or irrelevant information
- Making unrealistic or unreasonable demands on staff time
- Changing the basis of a complaint during an investigation
- Refusing to accept outcomes after due process
- Making unfounded allegations against staff
- Using offensive, abusive, or threatening language
- Publishing inappropriate or harmful content online
- Knowingly providing false information

Persistent Contact:

Persistent contact is frequent, repetitive, or excessive communication that places unreasonable pressure on staff and disrupts the efficient operation of the school.

This includes:

- Sending multiple emails, messages, or making repeated calls within short periods
- Chasing responses before a reasonable timeframe has passed
- Contacting multiple members of staff about the same issue
- Copying multiple staff into correspondence in a way that escalates pressure
- Expecting immediate responses or responses outside working hours
- Continuing contact when a matter is already being addressed

Such behaviour can place significant pressure on office staff, teachers, and leaders, and may result in action under this policy.

Harassment:

Harassment is behaviour that:

- Is intended to cause distress rather than resolve an issue
- Is targeted at individuals over a prolonged period
- Causes significant stress or anxiety to staff
- Has a disproportionate impact on the school community
- Is aggressive, intimidating, or inappropriate

Aggressive or Threatening Behaviour

The Federation defines aggressive behaviour as:

- Shouting or raising voices at staff (in person or via phone)
- Use of abusive or offensive language
- Threats or intimidation
- Aggressive gestures or physical posturing
- Physical contact such as pushing, hitting, or spitting
- Breaches of school security procedures

This is not exhaustive. Such behaviour will not be tolerated.

Expectations:**What You Can Expect from the Federation:**

The Federation will:

- Follow the Complaints Policy consistently and fairly
- Respond within reasonable timescales
- Communicate clearly, professionally, and respectfully
- Keep complainants informed of progress
- Seek appropriate and proportionate resolution

What the Federation Expects from You:

All individuals are expected to:

- Treat staff with courtesy and respect
- Follow the Federation Complaints Policy
- Allow reasonable time for responses (typically 2–5 working days)
- Avoid excessive or repeated contact
- Communicate calmly and appropriately
- Raise concerns in a suitable time, place, and manner
- Work constructively towards resolution

Behaviour that causes undue stress, anxiety, or excessive workload for staff will be considered unacceptable.

Managing Unreasonable Behaviour and Persistent Contact

Where behaviour is considered unreasonable, the Federation may take one or more of the following actions:

- Issuing a verbal or written warning
- Setting clear limits on frequency and timing of communication
- Requiring communication to be in writing only
- Limiting contact to a named member of staff
- Declining to respond to repeated correspondence on the same issue
- Establishing clear response times which must be respected
- Requiring meetings to include a third party, with a written record kept
- Pausing the complaints process until behaviour improves
- Restricting access to the school site
- Banning access to the school site
- Seeking advice from the Local Authority

Managing Serious or Aggressive Incidents

The Federation adopts a zero-tolerance approach to aggression.

In cases involving:

- Verbal abuse
- Threatening behaviour and / or intimidation
- Physical aggression

The Federation may:

- Require the individual to leave the site immediately
- Refuse access to the school premises
- Cease communication except where legally required

- Involve the Local Authority or Police
- Issue a formal warning or banning notice

Banning from the School Site

Where behaviour is serious or persistent:

- The Executive Headteacher will investigate and gather evidence
- A warning or banning letter will be issued outlining reasons
- The timescale and conditions of the ban will be clearly stated
- Breach of a ban may result in police involvement

Recording and Reporting Incidents

All incidents of unreasonable or aggressive behaviour will be:

- Recorded promptly
- Reported to senior leadership
- Reviewed to identify patterns or escalation

Staff will be supported following incidents.

Review and Timeframes

- Any actions taken under this policy will be reviewed regularly (at least annually)
- If behaviour improves and later resumes, previous restrictions may be reinstated
- New complaints will be considered if raised appropriately
- The Federation reserves the right not to engage where behaviour remains unreasonable

Relationship to the Complaints Policy

This policy supports the Federation Complaints Policy and does not replace it.

- All complaints will initially be managed through the Complaints Policy
- This policy applies where behaviour affects the process
- It ensures fairness while protecting staff and school operations

Links to Other Policies

- Complaints Policy
- Safeguarding and Child Protection
- Behaviour Policy
- Allegations Against Staff
- Anti-Bullying and Hate
- Equality and Diversity
- Managing Aggressive Behaviour (Parents and Visitors)
- SEND Policy
- Supporting Pupils with Medical Conditions