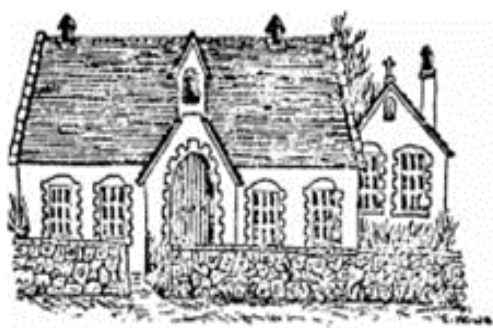


Honington CEVCP School policy for managing serial and unreasonable complaints

July 2023





Honington CEVCP School

Vision and Ethos:

Policy and Procedures Strategy

Our vision is underpinned by two key phrases:

‘Aspiration for All’ and **‘Live life in all its fullness’** (John 10:10)

At Honington CEVCP School we are committed to our ethos as a warm, welcoming, nurturing school where we recognise and develop the unique gifts and personal qualities of all.

We offer a Christian approach to learning which is underpinned by our motto, ‘Aspiration for All,’ and, from the Bible, ‘Live life in all its fullness.’ (John 10:10)

We aim to provide an excellent education for everyone, so that all pupils will flourish in childhood and on into adolescence and adulthood.

We aim to equip all members of our school community with the knowledge, skills, personal resilience, creativity, emotional intelligence and social skills that give them every opportunity to experience lifelong success and happiness.

We believe it is important that we devise and approve Policy and Procedure documents with these key aims at the forefront of our minds. Therefore, all such documents will be prefaced by this statement.

Honington CEVCP 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 or threatening.

Honington CEVCP School defines unreasonable behaviour as that which hinders our ability to do our day to day roles or which hinders 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 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 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 issues
- seeks to have staff replaced with no justification
- 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
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding complaints – this may be in person, in writing, by email and by telephone while the complaint(s) is/are being dealt with
- uses threats to intimidate
- uses abusive, offensive, slanderous 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. Complainants should always follow the Home/School Expectations.

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 or Chair of Governors (as appropriate) will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact [Honington CEVCP 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 a fixed period of time, usually three or six months. For serious vexatious complaints, this may include individuals being barred from the school site or from certain methods of contacting the school.

In response to any serious incident of aggression, violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from [Honington CEVCP School](#).