



Persistent Complaints Procedure

Calcot Infants and Junior Schools

1. Document Control

Adopted / Adopted and Adapted / Schools own: **A&A from WBC model**

Review Period: **2 years**

Responsible Committee: **Personnel**

Statutory: **No**

Required on website: **No**

Ratified by Full Governors: **June 2021 (Working Party)**

Review Due: **June 2023**

Chair of Governors Signature: **Mr Mark Hazelton**

2. Change History

Version	Date	Amendment or No Change
1	September 2012	No changes
1	July 2013	No changes
1	July 2014	No changes
1	January 2017	No changes
1	April 2018	No changes
2	February 2019	New version (model)
2	June 2021	No changes

3. Website History

Version	Date on website
2	June 2021

Model policy for managing serial and unreasonable complaints

Note:

This policy can also be adapted to manage unreasonable or persistent contact not directly associated with, or resulting from, formal complaints.

Calcot Schools 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.

Calcot Schools 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 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 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 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 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 [Calcot Schools](#) 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 will immediately inform the police and communicate our actions in writing. This may include barring an individual from [Calcot Schools](#).

Appendix 1: Standard letters

Referral letter – named person:

Dear XXXXX,

You have recently written/mailed/phoned the school on a number of occasions in respect of *details of complaint/complaints*. Staff have complained that your manner is offensive and that although they have provided resolutions as far as possible to your complaint/s you have continued to raise these issues.

I would now ask that all complaints are made, in writing, to *named person*. This will ensure that we are managing any new issues, and will allow us to review how we have handled past issues and ensure these have been appropriately managed. Any correspondence to other staff will be passed to *named person* for a response. When we have confirmed that we have answered an issue appropriately, and if necessary progressed it through Stage 1 and Stage 2 of our complaints process we will consider the matter closed, although this will not affect your right to go to the Local Authority, whose details I have supplied.

Yours sincerely

Acknowledgement V1:

Dear XXXXX,

Thank you for your letter/email of *date*, received *date*. You have asked for a review of *description of previous complaint* **or** you have asked the school to re-consider your complaint regarding *description of ongoing complaint*.

The school has carried out a thorough investigation of your complaint/s at Stage 1 and Stage 2 of our complaints process, and has found no maladministration in how the application was processed. *In addition you have referred the matter to the Local Authority who has made a determination on the case which supports our findings*. I recognise that you disagree with these findings but I would advise you that we now consider the matter closed.

Unless your correspondence raises new issues, we will in future acknowledge, but not respond, to further correspondence on this matter.

Yours sincerely

Acknowledgement V2:

Dear XXXXX,

Thank you for your letter/email of *date*, received *date*. I note this raises what you consider to be new issues around *description of ongoing complaint*. However, on review this appears to be matters already dealt with at Stage 1 and Stage 2 of our complaints process, and I would advise you that we now consider this matter closed.

Yours sincerely

Acknowledgement V3:

Dear XXXXX,

Thank you for your letter/email of *date*, received *date* regarding *description of ongoing complaint*. As we have advised, we now consider this matter closed and will not respond further unless your correspondence raises new issues.

Yours sincerely

Acknowledgement V4:

Dear XXXXX,

Thank you for your letter/email of *date*, received *date* regarding *description of ongoing complaint*. I note that you have raised *itemise any specific issue* and we will pass this information to *named person* to resolve. The remainder of your letter deals with old issues, and as advised we now consider this matter closed.

Yours sincerely