



Brookfield Park Primary School Policy for managing serial and unreasonable complaints and excessive and unreasonable contact

Brookfield Park Primary School is committed to dealing with all complaints/communication fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact parents or guardians* 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 unreasonable, abusive, offensive or threatening.

Brookfield Park Primary School defines unreasonable behaviour as that which hinders our consideration of issues or complaints because of the frequency or nature of the parent or guardian's contact with the school, such as, if the parent or guardian:

- refuses to articulate their complaint/issue or specify the grounds of a complaint/issue or the outcomes sought by raising the complaint/issue, 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/issue 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/issue as the investigation proceeds
- repeatedly makes the same complaint or raises the same issue (despite previous investigations or responses concluding that the complaint is groundless or the issue has been addressed)
- refuses to accept the findings of any investigation into that complaint/issue where the school's procedures have 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/issue in person, in writing, by email and by telephone or text while the complaint/issue 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.

Parents/guardians should limit their communication with the school that relates to their complaint/issue, whilst the complaint/issue 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.

If the headteacher deems it necessary and following approval from the board of governors, the headteacher will write to the parent/guardian explaining that their behaviour is unreasonable and ask them to change it. For parents/guardians who excessively contact Brookfield Park Primary 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 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 Brookfield Park Primary School.

*Where parents or guardians are referred to within this policy it also includes anyone who stands in the place of a parent or guardian.