

# North Baddesley Infant School & Nursery

## Serial Complaints Procedure

This policy was agreed and formally adopted on May 2019

This policy will be reviewed on a regular basis and not exceeding 2 Years

Last review: May 2023



Our policy for serial complaints relates to other school policies and should be read in conjunction with these. Any reference to "parents" throughout the policy refers to parents, carers or anyone else with primary care responsibility for a child.

### **Policy for managing serial and unreasonable complaints**

North Baddesley Infant School & Nursery 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.

North Baddesley Infant School & Nursery 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.

While a complaint is being progressed, complainants should limit their communication with the school that relates to their complaint. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), the outcome could be delayed.

Whenever possible, the headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking. Use of an unreasonable marking is a last resort.

If the complaining behaviour continues, the headteacher will write to the complainant explaining how their behaviour is unreasonable and ask them to adapt their approach. For complainants who excessively contact North Baddesley Infant School & Nursery, causing 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, or in severe serial complaints cease further communication relating to the complaint.

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 North Baddesley Infant School & Nursery.