

# Serial and Persistent Complainants Policy

OUR SCHOOL PRAYER:

*What does the Lord ask of you?*

*To act justly, to love mercy and to walk humbly with your God.*

Micah 6vs.8

In our school, our Christian vision shapes all that we do. All members of the school community are committed to upholding the St Michael's Church of England Christian values:

- To show love, care, and kindness to all in our community
- To value what we have and to share with others
- To enable everyone to achieve their full potential

St Michael's Church of England High School is committed to dealing with all complaints fairly and impartially and providing high-quality service to those who complain. We will not normally limit the contact complainants have with the school. However, we do not expect our staff to tolerate unacceptable behaviour and will act to protect staff from that behaviour, including that which is abusive, offensive, or threatening.

St Michael's Church of England High School defines unreasonable complainants as *'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'*.

The following is a list of issues and behaviours that could be considered as unreasonable; this list is not exhaustive.

A 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 cooperate with the complaints investigation process while still wishing their complaint to be resolved
- refuses to accept that certain issues are not within the scope of a complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or 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, complicated, and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:

- maliciously
- aggressively
- using threats, intimidation, or violence
- using abusive, offensive, or discriminatory language
- knowing it to be false
- using falsified information
- publishing unacceptable information in a variety of media such as social media websites and newspapers

The school will deal with formal complaints in accordance with the timescales stated in the school complaints procedure and will agree on the scope of the complaint at the start of the process. Once the complaint is agreed upon, complainants should limit the number of communications with a school while a 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.

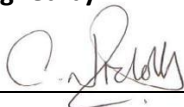
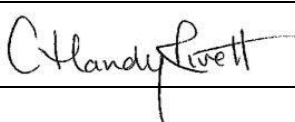
Whenever possible, the Headteacher or Co-Chair of Governors will informally discuss any concerns with the complainant before applying an 'unreasonable' marking.

The application of a 'serial' or 'persistent' marking will be against the subject or the complaint itself rather than the complainant.

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it. For complainants who excessively contact St Michael's Church of England High 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 usually be reviewed after six months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from St Michael's Church of England High School.

**Signed by:**

 _____	<b>Co-Chair of Governors</b>	Date: <u>30.03.2023</u>
K Thornton _____	<b>Co-Chair of Governors</b>	Date: <u>30.03.2023</u>
 _____	<b>Headteacher</b>	Date: <u>30.03.2023</u>

Date adopted	30 <sup>th</sup> March 2023
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