FROXFIELD
CE SCHOOL

Review Cycle:-	Annual	Date of Next Review:-	June 2027
Approver:- Chair of SDG	Signed:-  Date:- September 2025	Approver:- Head Teacher	Signed:-  Date:- September 2025

Unreasonable Complaints Policy

1. Purpose

The purpose of this policy is to set out how the school will deal with unreasonable complaints or the unreasonable behaviour of complainants. We are committed to dealing with all complaints fairly, thoroughly, and impartially, and to providing a high-quality service to those who raise concerns. However, there are rare occasions when individuals act unreasonably in pursuing complaints.

This policy should be read alongside the school's Complaints Procedure.

2. Scope

This policy applies to all individuals making complaints about school provision, services, or staff, whether parents, carers, or members of the public. It does not cover complaints which fall under other statutory procedures (e.g. safeguarding, staff discipline, admissions, or exclusions).

3. Defining Unreasonable Complaints

A complaint may be considered unreasonable if:

- It is obsessive, harassing, or repetitious.

- It involves unreasonable demands, e.g., demanding immediate responses or lengthy face-to-face meetings.

- It is pursued in a way that appears intended to cause disruption or annoyance.

- It lacks clear grounds or is based on unfounded, speculative, or deliberately false information.

- The complainant refuses to follow the proper complaint channels.

- The complainant continues to raise the same issue despite being advised it has been fully addressed.

- It includes aggressive, abusive, or threatening language or behaviour.

4. Procedures for Managing Unreasonable Complaints

If a complainant's behaviour is deemed unreasonable, the Headteacher (or Chair of Governors, if the complaint is about the Headteacher) may take the following steps:

Step 1: Informal Warning

- Inform the complainant, in writing, that their behaviour is becoming unreasonable and may result in the implementation of restrictions.

Step 2: Implementing Restrictions

If the behaviour continues, the school may:

- Limit communication to one method (e.g. written only).

- Specify a single point of contact (e.g. the Headteacher).

- Limit the number and/or duration of contacts in a given period.

- Refuse to discuss the complaint further if it has already been addressed.

- Ban the complainant from school premises under Section 547 of the Education Act 1996 if there is a risk of harm or disruption.

Step 3: Final Notification

The complainant will be informed, in writing:

- Why the decision has been made.

- What restrictions are being imposed.

- How long the restrictions will apply.

- When the decision will be reviewed.

5. Vexatious Complaints

In rare cases, the school may decide that a complaint is vexatious and will not be investigated further. This decision will only be made by the Headteacher (or Chair of Governors, if appropriate) and the complainant will be informed with a clear explanation.

6. Record Keeping

All decisions made under this policy, including correspondence and the rationale behind restrictions or decisions to end communication, will be recorded and stored securely in accordance with data protection legislation.

7. Right of Appeal

A complainant may appeal the application of this policy by writing to the Chair of Governors. The governing board will consider the appeal and respond within 20 school days. Their decision is final.

8. Monitoring and Review

This policy will be reviewed every 2 years, or sooner if required, to ensure it remains effective and aligned with statutory guidance and best practice.

Date of Policy: June 2025

Review Date: June 2027

Approved by: C&L Committee