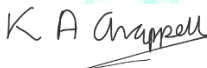
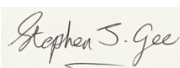




SHAP ENDOWED CHURCH OF ENGLAND PRIMARY

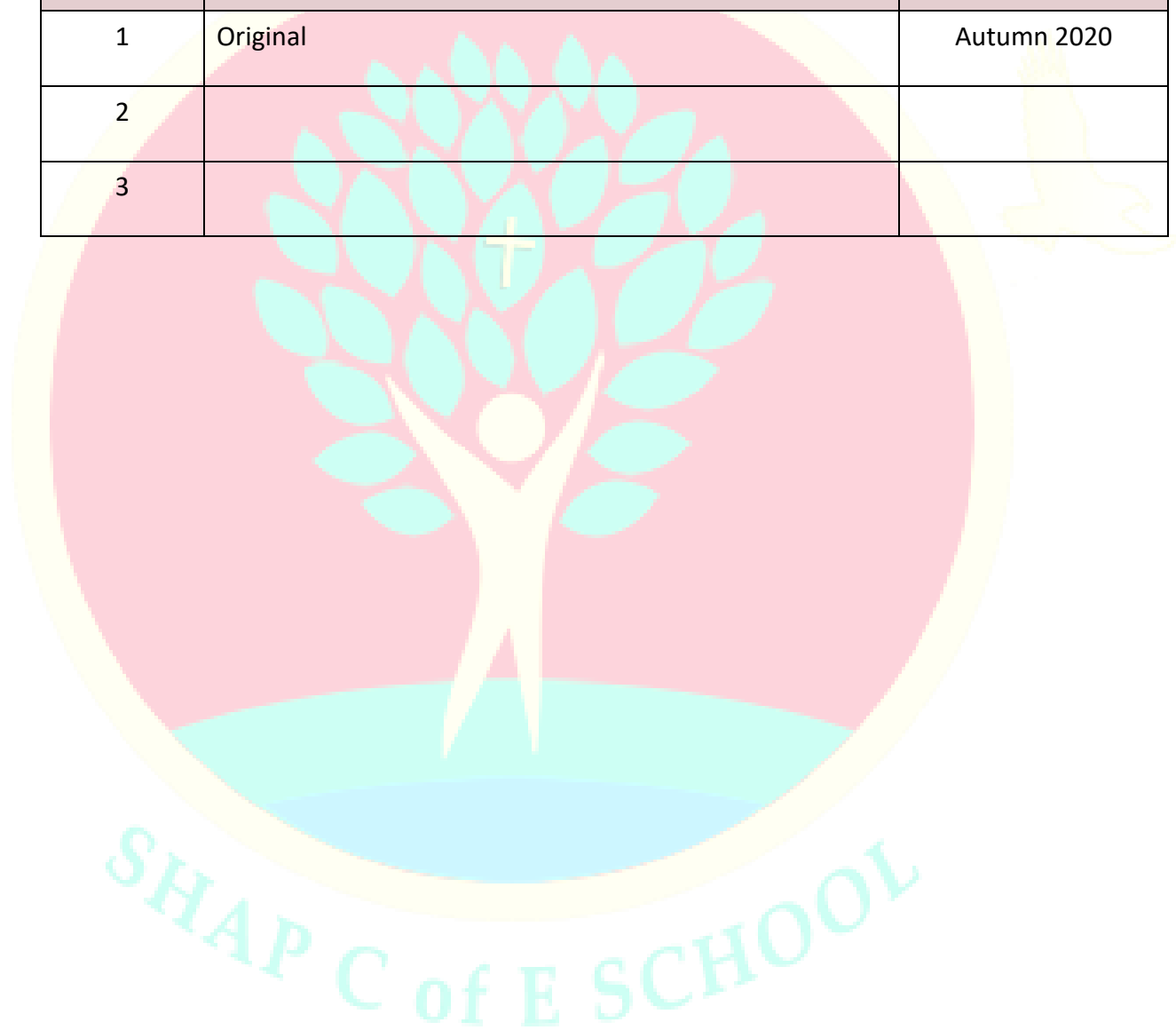
Procedure for Managing Serial and Unreasonable Communication 2020 / 2022

Approved by ¹	
Name:	Katie Chappell Stephen Gee
Position:	Acting Head teacher Chair of Governors
Signed:	 
Date:	Autumn 2020
Proposed review date ² :	Autumn 2022

REVIEW SHEET

The information in the table below details earlier versions of this document with a brief description of each review and how to distinguish amendments made since the previous version date (if any).

Version Number	Version Description	Date of Revision
1	Original	Autumn 2020
2		
3		



Shap Endowed CE Primary School is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who have queries and concerns or who wish to complain. Please refer to *Shap School Complaints Procedure* for guidance on how to complain, who to contact and the process that will be followed to address any complaints.

We will not normally limit the contact complainants have with our school. On a daily basis the school staff respond willingly and positively to a wide range of queries or concerns from parents and carers. 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, threatening or harassing. Note that such behaviour does not have to be related to a specific complaint made under the *Shap School Complaints Procedure* for it to fall within the scope of this procedure. This procedure covers any unreasonable act or course of conduct which has a detrimental impact on the workload, working environment, safety and/or wellbeing of the school, staff, governors and other volunteers.

For illustration, if an individual or group:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising a complaint, despite offers of assistance
- refuses to co-operate with any complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure or within the scope of responsibility of the school
- 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 or queries 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 distress, demotivate or undermine them, or have them replaced
- changes the basis of a complaint or concern as an investigation or the school's response proceeds
- repeatedly raises what is substantially the same issue (despite previous investigations or responses concluding that the complaint is baseless or the issue has been addressed)
- refuses to accept the findings of the investigation into a 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 an issue in person, in writing, by email and by telephone
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information or attempts to propagate a false picture of the school or an issue
- publishes on social media or other public forums in breach of the Whole School Behaviour Policy and Home-School Agreement
- makes insulting, intimidating comments about, or threats to, staff and governors

Whenever possible, the headteacher and/or Chair of Governors will discuss any concerns with an individual informally before applying an 'unreasonable' marking.

If the behaviour continues, the headteacher and/or Chair of Governors will write to the group or individual explaining that their behaviour is unreasonable and ask them to change it. For groups or individuals who excessively contact Shap Endowed CE Primary School causing a significant level of disruption, the school may specify methods of communication and limit the number of contacts in a communication plan. The school may also specify another person to communicate with the school on behalf of a serial unreasonable complainant. Such actions will be reviewed after six months.

In the event of the school having to take action under this policy, the Headteacher and/or the Chair of Governors will communicate the actions in writing. Possible action may include barring an individual from Shap Endowed CE Primary School. Ultimately, the school may choose to stop responding to serial unreasonable complaints, concerns or unreasonable demands for information. This step is more likely to be taken in cases where the school has reason to believe the individual or group is contacting the school or governors with the intention of causing disruption, inconvenience or distress.

In operating this procedure, the school will engage with outside sources of expertise and support, including, but not limited to:

- Local Authority Advisers
- Local Authority Legal Services
- Diocesan Advisers
- Human Resources Advisers
- Department for Education Guidance & Resources.

In response to any serious incident of aggression or violence, we will immediately inform the Police. In the event of an individual or group carrying out harassing communication the school will keep a record of this activity and involve the Police and/or the Local Authority Legal Services where appropriate. In cases where Police action is deemed necessary, the school is not under any obligation to contact the individual or group concerned before informing the Police.

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