



Streetsbrook Infant & Early Years Academy



Persistent or Vexatious Complaints & Harassment Policy

Streetsbrook Infant & Early Years Academy

At Streetsbrook, we strive to provide an equal chance for all to become caring and responsible citizens who lead happy and fulfilled lives, and are equipped with the skills and abilities to shape the world they live in.

‘Learning for Life’

Our values are:

Desire to Learn

To enjoy the lifelong process and challenge of learning; alone and with others.

Love and Respect

To have respect for ourselves, others and the environment, recognising and celebrating individual lifestyles, cultures and faiths.

Happiness

Developing successful relationships where individuals can build and follow their dreams.

Confidence

Having the self-belief to embrace and follow your own choices.

Being a Good Citizen

Making a positive contribution to communities on a local and global scale.

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INTRODUCTION

The Headteacher and staff deal with specific complaints as part of their day-to-day management of the school in accordance with the School's Complaints Procedure.

The majority of complaints are handled in an informal manner and are resolved quickly, sensitively and to the satisfaction of the complainant.

However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing concerns. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of the school and directly or indirectly the overall well-being of staff, children and parents in the school community. In these exceptional circumstances the school may take action in accordance with this policy.

AIMS OF POLICY

The aims of this policy are to:

- uphold the standards of courtesy and reasonableness that should characterise all communication between the school and persons who wish to express a concern or pursue a complaint;
- support the well-being of children, staff and everyone else who has legitimate interest in the work of the school, including governors and parents;
- deal fairly, honestly, openly and transparently with those who make persistent or vexatious complaints and those who harass members of staff in school

PARENTS' EXPECTATIONS OF THE SCHOOL

Parents or members of the public who raise either informal concerns or formal complaints with the school can expect the school to:

- regularly communicate with parents/carers in writing:
 - how and when problems can be raised with the school
 - the existence of the school's complaints procedure, and
 - the existence of the Policy for Dealing with Persistent or Vexatious Complaints and/or Harassment in Schools
- respond within a reasonable time
- be available for consultation within reasonable time limits bearing in mind the needs of the pupils within the school and the nature of the complaint
- respond with courtesy and respect
- attempt to resolve problems using reasonable means in line with the school's complaints procedure, other policies and practice and in line with advice from the Local Authority
- keep complainants informed of progress towards a resolution of the issues raised

THE SCHOOL'S EXPECTATIONS OF PARENTS & MEMBERS OF THE PUBLIC

The school can expect parents and members of the public who wish to raise problems with the school to:

- treat all school staff with courtesy and respect
- respect the needs and well-being of children and staff in the school
- avoid any use, or threatened use, of violence to people or property
- avoid any aggression or verbal abuse

- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond
- recognise that resolving a specific problem can sometimes take some time
- (in the case of a complaint) follow the School's Complaints Procedure

WHO IS A PERSISTENT COMPLAINANT?

For the purpose of this policy, a persistent complainant is a parent or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the school, and whose behaviour is unreasonable. Such behaviour may be characterised by:

- actions which are obsessive, persistent, harassing, prolific, repetitious
- prolific correspondence or excessive e-mail or telephone contact about a concern or complaint
- uses Freedom of Information (or subject access) requests excessively and unreasonably
- an insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes
- an insistence upon pursuing complaints in an unreasonable manner
- an insistence on only dealing with a specific member of staff on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters
- an insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed

For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in the above bullet points in such a way that they:

- appear to be targeted over a significant period of time on one or more members of school staff and/or
- cause ongoing distress to individual member(s) of school staff and/or community including individuals
- are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health

THE SCHOOL'S ACTIONS IN CASES OF PERSISTENT OR VEXATIOUS COMPLAINTS OR HARASSMENT

In the first instance the school will inform the complainant that their behaviour is considered to be becoming unreasonable/unacceptable and if it is not modified, action may be taken in accordance with this policy. (See Appendix i)

If the behaviour is not modified the school will take some or all of the following actions as necessary, having regard to the nature of the complainant's behaviour and the effect of this on the school community

- inform the complainant in writing that their behaviour is now considered by the school to be unreasonable/unacceptable and therefore to fall under the terms of this policy
- inform the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties
- inform the complainant that except in emergencies, all routine communication with the complainant to the school should be by letter only
- (in the case of physical, or verbal aggression) take advice from LA HR/Legal services (services purchased by the Governing Body) and consider warning the complainant about being banned from the school site or proceed straight to a temporary ban

- consider taking advice from the LA on pursuing a case under Anti-Harassment legislation
- consider taking advice from the HR/Legal services of the LA about putting in place a specific procedure for dealing with complaints from the complainant, i.e. the complainant will not be able to deal directly with the Headteacher but only with a third person to be identified by the governing body of the school, who will investigate, determine whether or not the concern/complaint is reasonable or vexatious and then advise the Headteacher accordingly

If a complainant's persistent complaining/harassing behaviour is modified and is then resumed at a later date within a reasonable period of time, the school may resume the process identified above at an appropriate level. In these circumstances advice may be sought from the HR/Legal services of the LA

POLICY REVIEW

This policy will be reviewed in the Spring Term 2026.

This policy was ratified by Governors at the Local Governing Body meeting on 13 February 2025.

Signed:.....  Chair of LGB

Signed:.....  Headteacher

Appendix (i) Vexatious complaints, Adopted from Browne Jacobson

Warning letter

You should refer to the guidance note on vexatious complaints and consider taking legal advice before using this letter.

[Name of [Parent(s)],[Complainant(s)]]

[Address]

[Date]

Dear [Name of [Parent(s)],[Complainant(s)]]

Re: Concerns regarding [your complaint] [the conduct of your complaint]

I am writing to express my concerns about [the complaint] [the manner in which you have communicated the complaint] you raised with the [academy/trust] on [date].

[Set out details of the circumstances causing concern; refer to our guidance note at 5a and Part 3 of the Complaints Procedure, e.g.]

- Your correspondence to me in relation to your complaint is [abusive, offensive, discriminatory and/or threatening]. [Give examples e.g. During our meeting on [date], I found the manner in which you conducted yourself to be intimidating and aggressive. There were several times, as I was trying to respond to your complaints, that [insert issue].] We expect our members of staff to be addressed in a respectful manner and for communication to remain calm at all times.
- The manner in which you are conducting your complaint is hindering the consideration of your complaints because of [insert details]. There are instances of insulting and factually incorrect information, such as [insert examples]. There is [also] evidence of unreasonable requests being made, which are unrealistic and, if complied with, would make excessive demands on staff time, such as [insert examples].
- I am deeply concerned about the frequent, lengthy and complicated correspondence you are sending to me about your complaint. [Give examples e.g. Since [date], I have received [number] of emails from you relating to your complaint.]

In light of the above, we consider [your complaint to be vexatious] [the manner in which you are pursuing your complaint to be unreasonable]. In these circumstances, we have the right under Part 3 of our Complaints Procedure to deviate from our usual Complaints Procedure.

At this stage, we are writing to warn you that, should you continue to conduct your complaint in a similar manner, we may decide:

- to conduct the Complaints Committee on the papers only
- not consider your complaint further
- not respond to any further correspondence from you regarding this complaint

[We may also take action to restrict your access to the academy and its staff [in line with our Parental Conduct Policy which can be found on our website]].

I do hope however that going forwards you will refrain from the behaviours described above so that such action will not be necessary and that we can find a resolution to your complaint.

Yours sincerely,

[Name]

[Job role]