

**Persistent or vexatious complaints/harassment in schools’ policy**

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| Ratified: | 04/09/2024 | Signed: Will Bratt | **Deputy Headteacher** |

 **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 Policy.**

**Procedure.**

The majority of complaints are managed in an informal manner and are resolved quickly, sensitively and to the satisfaction of the complainant. The school is extremely committed to promoting positive relationships with all members of the school community, regardless of age, sex, religion, ability or culture and it welcomes the opportunity to address and resolve issues that may arise.

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 the children or staff in the school. In these exceptional circumstances the school may take action in accordance with this policy.

1. **AIMS OF POLICY**
	1. 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 while ensuring that other stakeholders suffer no detriment.

1. **PARENTS’ EXPECTATIONS OF THE SCHOOL**
	1. Parents/carers/members of the public who raise either informal concerns or formal complaints with the school can expect the school to:

1) regularly communicate to parents/carers in writing:

1. how and when problems can be raised with the school.
2. the existence of the school’s complaints procedure, and
3. the existence of the Policy for Dealing with Persistent or Vexatious Complaints and/or Harassment in Schools.
4. respond within a reasonable time.
5. 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.
6. respond with courtesy and respect.
7. 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 Trust’s legal services keeping complainants informed of progress towards a resolution of the issues raised.
8. **THE SCHOOL’S EXPECTATIONS OF PARENTS/CARERS/MEMBERS OF THE**

**PUBLIC**

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

1. treat all school staff with courtesy and respect.
2. respect the needs and well-being of all pupils and staff in the school.
3. avoid any use, or threatened use, of violence to people or property.
4. avoid any aggression or verbal abuse.
5. recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond.
6. recognise that resolving a specific problem can sometimes take some time.
7. (in the case of a complaint) follow the School’s Complaints Procedure.
8. **WHO IS A PERSISTENT COMPLAINANT?**

4.1 For the purpose of this policy, a persistent complainant may be anyone who engages in unreasonable behaviour when making a complaint. This will include persons who pursue complaints in an unreasonable manner., 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:

* Frequently complaining about a variety of different things, or the same issue, through a number of different channels in an obsessive, persistent, harassing, prolific and/or repetitious manner.
* Seeking unrealistic outcomes relative to the issue being raised and stating that their intention is to persist until that outcome is achieved.
* Insisting upon pursuing valid complaints in an unreasonable manner.
* Persistently making the same complaint with minor differences but never accepting the outcome of any

investigation into their complaint.

* Challenging a historical decision/action which cannot be changed.
* Contacting the school frequently in a lengthy and/or complicated way.
* Behaving aggressive and provocative towards the school and/or individual members of staff.
* Changing aspects of the complaint or the desired outcome part way through the investigation and/or after the investigation is completed and a conclusion has been reached.
* Refusing to co-operate with the investigation process.
* Insisting on the complaint being dealt with in ways which are incompatible with the adopted procedure or with good practice.
* Making what appear to be groundless complaints about the staff dealing with the complaint, and seeking to have them replaced by someone more senior or with a person the complainant names.
* Refusing to accept information provided, for no justifiable reason.
* Making statements the complainant knows are not true or persuading others to do so.
* Supplying manufactured ‘evidence’ or other information the complainant knows is incorrect.
* Raising a large number of detailed but unimportant questions and insisting that they are all fully answered.
* Lodging a number of complaints in batches over a period of time, resulting in related complaints being at differing stages of the complaints procedure.
* Pressing for further investigation of matters that have already been addressed.
* Electronically recording meetings and conversations without the prior knowledge and consent of the other persons involved.
* Using obscene, racist, offensive, or threatening language in written or verbal communications.
* Threatening or aggressive or abusive behaviour in direct personal contact with staff.
* Using the vehicle of valid new complaints to resurrect issues which were included in previous complaints; and/or persistently sending communications which demand responses, or making telephone calls seeking interviews with staff, after the school has closed the investigation into a complaint and all rights of review and appeal have been exhausted.
* Uses Freedom of Information requests excessively and unreasonably.
* Insistent on only dealing with the Headteacher on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters.
* Insistent 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 outlined in the points above 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
* have a significant adverse effect on the whole/parts of the school community and/or
* 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.

1. **THE SCHOOL’S ACTIONS IN CASES OF PERSISTENT OR VEXATIOUSCOMPLAINTS OR HARASSMENT**

**This policy is intended to be used in conjunction with the school’s complaints procedure. Taken together, these documents set out how we will always seek to work with parents, carers and others with a legitimate complaint to resolve a difficulty.**

**However, in cases of unreasonably persistent complaints or harassment, the school may take some or all of the following steps, as appropriate.**

* 1. In the first instance the school will verbally inform the complainant that his / her

behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy.

* 1. This will be confirmed in writing that the school considers his/ her behaviour to fall under the terms of the Persistent or vexatious complaints/ Harassment Policy. (Model Letter 1).
	2. 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:
1. inform the complainant in writing that his/her behaviour is now considered by the school to be unreasonable/unacceptable and, therefore, to fall under the terms of this policy (see Model Letter 2)
2. 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 (see Model Letter 2)
3. inform the complainant that, except in emergencies, all routine communication.

with the complainant to the school should be by written communication only and these may be required to be channelled through a third party chosen by the school, for example the Local

Authority or Solicitor. (See Model Letter 2)

1. Inform the complainant that, with the exception of urgent communication regarding their child in school, the school will respond to their correspondence on a six weekly basis only. e) (in the case of physical, or verbal aggression) take advice from 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.
2. consider taking advice from the school’s legal services on pursuing a case under

Anti-Harassment legislation.

1. consider taking advice from the HR / Legal Services 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.
	1. Thus, based on 5.3g legitimate new complaints may still be considered even if the person making them is, or has been, subject to the Policy for Dealing with Persistent or Vexatious Complaints and/or Harassment in Schools. However, the school will be advised by its HR / Legal Services.
	2. 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.
2. **REVIEW**

6.1 The School will review as appropriate, and at a minimum once in a school year, any Sanctions applied in the context of this policy. **Responsibility for the Policy and Procedure**

1. **Roles for Stakeholders**

## Role of the Board of Governors

The Board of Governors has:

* delegated powers and responsibilities to the Headteacher to ensure all school personnel and stakeholders are aware of and comply with this policy.
* responsibility for ensuring that the school complies with all equalities legislation.
* responsibility for ensuring funding is in place to support this policy.
* make effective use of relevant research and information to improve this policy.
* responsibility for ensuring this policy and all policies are maintained and updated regularly.
* responsibility for ensuring all policies are made available to parents.
* responsibility for the effective implementation, monitoring and evaluation of this policy

## Role of the Headteacher

The Headteacher will:

* ensure all school personnel and parents are aware of and comply with this policy.
* collaborate closely with Governors.
* provide leadership and vision in respect of equality.
* make effective use of relevant research and information to improve this policy.
* organise training for the appropriate school personnel.
* monitor the effectiveness of this policy.
* report to the Board of Governors on the success and development of this policy.

## Role of School Personnel

School personnel will:

* comply with all aspects of this policy.
* report any concerns they have on any aspect of the school community.

## Raising Awareness of this Policy

We will raise awareness of this policy via:

* the school’s website
* induction of staff
* meetings with school personnel.

**MODEL LETTER 1:**

**INITIAL LETTER INFORMING A COMPLAINANT THAT HIS/HER BEHAVIOUR**

**IS CONSIDERED TO FALL BELOW A REASONABLE/ ACCEPTABLE STANDARD RECORDED DELIVERY**

Dear

This letter is to inform you that the school considers your actions in *[describe actions,*

*Dates, behaviour]* on ................ when you .................................... to be

Unreasonable/unacceptable *[delete as appropriate*].

We would ask you to bear in mind the fact that such behaviour on a school site can be.

Disruptive and distressing to pupils, staff and parents/carers *[delete if behaviour Complained of did not occur on school site e.g. persistent use of e-mail, verbally abusive Telephone calls].*

We are aware that you have raised some concerns and would advise you that these are Usually dealt with most effectively through the School’s Complaints Procedure. At the moment we are dealing with these issues by *[describe actions being taken to Resolve concern]*.

Please note that the School’s Policy for Dealing with Persistent or Vexatious Complaints/Harassment sets out standards of behaviour expected of all people in their Dealings with the School. These include:

* behaving reasonably.
* treating others with courtesy and respect.
* resolving complaints using the School’s Complaints Procedure; ● Avoiding physical and verbal aggression at all times.

The Policy also indicates the steps that we may take if these standards are breached.

These include:

* making special arrangements for meetings and communication with the school; ● considering a ban from the school premises; ● Considering legal action.

I would ask that you allow school time to resolve the issues according to the correct Procedures and would assure you that we shall take every step to move this process Forward as quickly as possible.

Yours sincerely

**MODEL LETTER 2:**

**INFORMING A COMPAINANT THAT HIS/HER BEHAVIOUR IS NOW CONSIDERED TO**

**FALL UNDER THE TERMS OF THE POLICY FOR DEALING WITH PERSISTENT OR**

**VEXATIOUS COMPLAINTS/ HARASSMENT**

**RECORDED DELIVERY**

Dear

You will recall that I wrote to you on *[insert date]* telling you that I felt your behaviour was unreasonable.

I am now writing to inform you that in view of your behaviour on *[date]*, when you *[describe actions/behaviour]* it has been decided that the School’s Policy for Dealing with Persistent or Vexatious Complaints/Harassment Policy will apply from the date of this letter.

In the circumstances I have made the following arrangements for your future contact with the school:

*[\*Delete A or B as applicable]*

\*A For the foreseeable future, should you wish to meet with any member of staff, I would ask you to note:

1. all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to ……………………………………………. at the school address; email correspondence will not be responded to.
2. an appointment will be arranged and confirmed in writing as soon as possible.
3. a third party from the school will be present.
4. in the interests of all parties, formal notes of this meeting may be made.

\*B For the foreseeable future, all meetings arising from any written communication with the school will not be conducted by a member of staff but will be conducted by ……………………………………… representing the school. I would ask you to note:

1. all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to ……………………………………………. at the school address; email correspondence will not be responded to.
2. an appointment will be arranged and confirmed in writing as soon as possible.
3. a third party will be present.
4. in the interests of all parties, formal notes of this meeting may be made.

Exceptionally, these arrangements do not apply to any emergency involving *[insert name of pupil]* – in which case you should contact the school in the usual way.

While these arrangements are in place, with respect to normal access to information available on parents’ evenings, this will be provided in a summary written report.

These arrangements take effect straightaway. If you wish to make a representation about the contents of this letter, which may include any expressions of regret on your part and any assurances that you are prepared to give about your future good conduct, you can do so by writing to me at the school by *[state ten working days from the date of the letter]*. If on receipt of your comments I consider that the arrangements outlined above should continue, you will be supplied with details of how to review a circumstance of your case.

I do hope that the difficulties we are currently experiencing can soon be resolved.

Yours sincerely