



Policy for Managing Serial and Unreasonable Concerns/Complaints and/or Unreasonable/Persistent Contact

Date ratified by the Governing Board	July 2022
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Remember that I commanded you to be strong and brave. So don't be afraid. The Lord your God will be with you everywhere you go³ (Joshua 1:9)

As the harvest grows from the soil, Hayfield Cross came to life in 2015. From nothing, we have grown at the heart of our new community, persevering through challenge into a flourishing school. Guided by our Christian values the seeds of Joy, Integrity and Fellowship are planted as we instil this pioneering spirit in our children, challenging them through exciting learning to aspire to greatness in all that they do.

Policy for Managing Serial and Unreasonable Concerns/Complaints and/or Unreasonable/Persistent Contact

'If possible, so far as it depends on you, live peaceably with all.'

Romans 12:18

At Hayfield Cross Church of England School we are committed to dealing with all contact and concerns/complaints fairly and impartially, and to providing a high quality service to those who have reason to contact us, have concerns or who formally complain. In the first instance those with a concern or complaint should refer to the school's complaints policy which is posted on the school website and available upon request. At Hayfield Cross we also have a 'Here to Help' guide (see complaints policy) giving information of who to speak to for help and will always seek to support parents who need our help.

We take all concerns and complaints seriously and undertake to resolve these in a timely manner. Our staff will work with all those that raise concerns, complaints or issues. However, we do not expect our staff to tolerate unacceptable or unreasonable behaviour and will take action to protect staff from this type of behaviour. This includes behaviour that is deemed by the school to be abusive, offensive and threatening. This also includes actions deemed by the school as behaviour which impacts on staff well-being or creates excessive workload, including cases of unreasonable and persistent contact.

Those with concerns or complaints should try to limit their communication with the school that relates to their concern/complaint, while the concern/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.

Hayfield Cross Church of England School defines unacceptable/unreasonable behaviour as that which hinders our consideration of both informal and formal complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

1. Causes any member of school staff to indicate that their well-being is being impacted upon by their actions, behaviour or persistent contact.
2. Refuses to articulate their concern/complaint or specify the grounds of a concern/complaint or the outcomes sought by raising the concern/complaint, despite offers of assistance.
3. Refuses to co-operate with the complaints investigation process.
4. Refuses to accept that certain issues are not within the scope of the complaints procedure.
5. Insists on the concern/complaint being dealt with in ways which are unreasonable or incompatible with the complaints procedure or with good practice.
6. Introduces trivial or irrelevant information which they expect to be taken into account and commented on.
7. Raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales.

8. Makes unjustified concerns/complaints about staff who are trying to deal with the issues, and seeks to have them replaced.
9. Changes the basis of the complaint as the investigation proceeds.
10. Repeatedly makes the same concern/complaint (despite previous responses concluding that the concern is groundless or has been addressed).
11. 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.
12. Seeks an unrealistic outcome.
13. Makes excessive demands on school time by frequent, lengthy and/or complicated contact with staff regarding the same concern/complaint in person, in writing, by email and by telephone while the concern/complaint is being dealt with or the school feels the matter has been addressed.
14. Uses threats to intimidate.
15. Uses abusive, offensive or discriminatory language or violence.
16. Knowingly provides falsified information.
17. Publishes information which the school deems unacceptable/inappropriate on social media or other public forums.

**this list is not exhaustive and will be added to if required.*

Whenever possible and deemed appropriate, the Head Teacher (or Chair of Governors if regarding the Head Teacher) will share any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the Head Teacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For those with concerns or complainants who excessively contact Hayfield Cross causing a significant level of workload or disruption, we may specify methods of communication and limit the number and routes of contact in a Communication Plan. This will be reviewed after six months and should it not be followed then may result in the individual being barred from Hayfield Cross site for a set period in order to protect staff well-being.

In response to any serious incident of aggression or violence we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Hayfield Cross.