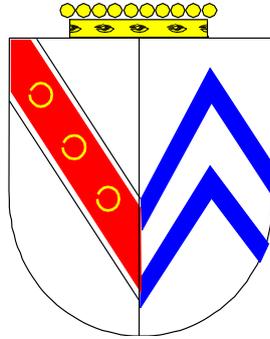


# THE DAWNAY SCHOOL



## Managing Serial and Unreasonable Complaints Policy

<b>Compiled by:</b>	<b>Annette DI Giovanna</b>
<b>Approved by Governors:</b>	<b>Summer 2019</b>
<b>Review Date:</b>	<b>Summer 2021</b>
<b>Responsibility:</b>	<b>FGB</b>
<b>Status:</b>	<b>Voluntary</b>

**This policy should be read in conjunction with our complaints policy.**

## **MANAGING SERIAL AND UNREASONABLE COMPLAINTS**

The Dawnay School is committed to dealing with all complaints fairly and impartially and in line with our complaints policy. We aim to provide a high quality service to those who complain. We will not normally limit the contact complainants have with our school. However, we do not expect any of our staff or Governors to tolerate unacceptable behaviour and will take action to protect them from that behaviour, including that which is abusive, offensive or threatening.

The Dawnay School defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- 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 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 have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- 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
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and/or complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums

- Engages in prolific correspondence or excessive email or telephone contact about a concern, complaint or view.

Complainants should try to limit their communication with the school that relates to their complaint, while the 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.

Whenever possible, the Head of School or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it.

For complainants who excessively contact The Dawnay School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan.

This may include, but is not limited to:

- Informally advise the complainant that their behaviour is now considered by the school to be unreasonable or unacceptable, and request a changed approach;
- Inform the complainant in writing that the school considers their behaviour to fall under the terms of this policy
- Limit the number of times the complainant may contact the school regarding issues it considers resolved
- Require all future meetings with a member of staff to be conducted with a third person present. In the interests of all parties, notes of these meetings may be taken;
- Involve officers of the local authority

Any actions would be reviewed after six months.

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 The Dawnay School.