



Belmont CP School

Managing Serial and Unreasonable Complaints

This policy should be read alongside the school's Complaints Policy and Procedures.

Belmont CP School recognises that bringing a complaint can be stressful. However, this policy aims to ensure that all complaints can be considered fairly, while protecting staff from behaviour that is unreasonable. The school is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We aim to engage openly with complainants and will not normally limit contact. However proportionate steps may be taken where behaviour impacts the school's ability to respond effectively. 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 or threatening.

Raising a complaint or expressing dissatisfaction, even persistently, does not in itself constitute unreasonable behaviour. The school may consider behaviour to be unreasonable where it hinders the effective handling of a complaint, for example where a 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 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.


A single serious incident or a pattern of behaviour may trigger this policy.

Complainants are encouraged to communicate in a way that supports the timely and effective resolution of their complaint. 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 Headteacher 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 explain the concerns about the behaviour, the impact on the school and the changes required. For complainants who excessively contact Belmont CP School causing a significant level of disruption, the school may agree a communication plan with the complainant, which may include preferred methods and reasonable frequency of contact.. This will be reviewed after six months. The school will consider whether any reasonable adjustments are required to support the complainant in engaging with this process. Complainants may request a review of this decision by the Chair of Governors.

In cases involving serious aggression, threats or violence, the school will take appropriate action, which may include contacting the police.

Ratified by governors at their meeting on	06 May 2026
Signed	
Review Date	May 2029