



Nurture-Believe-Inspire-Achieve

**Danson
Primary
School**

Vexatious Complaints Policy

May 2020

POLICY FOR VEXATIOUS COMPLAINTS

Danson Primary School is committed to dealing with all complaints fairly and impartially and will always ensure a thorough and fair investigation with open and productive dialogue with all parties involved. However, there are occasions when despite a complaint being considered under all stages of the complaints policy, the complainant persists in making the same complaint.

There may also be occasions when a complainant raises unreasonable persistent complaints or makes a complaint that is so trivial it would be a waste of the school's resources to deal with it under the formal stage of the procedure.

The school reserves the right to regard a complaint as vexatious and/or unreasonable if the person making the complaint:-

- 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 while still wishing their complaint to be resolved;
- refuses to accept that certain issues are not within the scope of a complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or 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 the complaint through or seeks to involve a third party who has no legitimate need to contact or be involved with the school in any way.
- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff while the complaint is being dealt with.

A complaint will also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone, in writing or electronically:-

- maliciously;
- aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- using falsified information;
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

We do not expect our staff to tolerate unacceptable behaviour and will act to protect staff from that behaviour, including that which is abusive, offensive or threatening.

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

When a complaint is regarded as unreasonable, the complainant will be informed and will be advised that they may write to the Chair of Governors to appeal this decision.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the school site. We will always ensure that Danson Primary School remains a safe place for pupils, staff and other members of their community.

Date reviewed: May 2020

Next review: May 2022

Head Teacher: L Casey

Chair of Governors: M Egelton