Castle Camps C. of E. (V.C.) Primary School

Policy for Managing Serial and Unreasonable Complaints

Date Approved by the Governing Body: 28th September 2026
Date for Review: September 2027

CASTLE CAMPS C OF E (VC) PRIMARY SCHOOL

MANAGING SERIAL AND UNREASONABLE COMPLAINTS POLICY

Purpose

Castle Camps Primary School considers complaints fairly, impartially and respectfully. We aim to resolve concerns through the published Complaints Policy and welcome reasonable communication from parents, carers and other complainants. This policy explains how the school responds when behaviour or the nature and volume of contact seriously interferes with the consideration of a complaint or the safe running of the school.

Unreasonable conduct is assessed by behaviour, not by whether a complaint is upheld, by how firmly a person expresses a concern, or by any protected characteristic or disability. A complainant will not be labelled unreasonable simply for making repeated legitimate enquiries or requesting an accessible process.

Examples of unreasonable behaviour

Behaviour may be unreasonable when a person repeatedly refuses to explain a complaint or the outcome sought despite support; refuses to engage with a fair process; makes excessive, substantially repetitive demands; persistently changes the issues without good reason; makes knowingly false allegations; or uses abusive, discriminatory, threatening or intimidating language.

Publishing private information, harassing staff, persistent contact that prevents normal school business, or attempting to bypass a completed complaints procedure may also require action. Each case is considered on its own facts and with regard to any reasonable adjustments.

Fair consideration and informal resolution

Where safe and appropriate, the Headteacher or Chair of Governors explains the concern about contact or behaviour, seeks an informal solution and sets clear expectations. The school will consider communication needs, disability-related adjustments, language barriers, trauma or other relevant circumstances.

Complaints continue to be considered under the school's complaints procedure. Safeguarding disclosures, discrimination concerns, whistleblowing and matters covered by separate statutory procedures are dealt with under the appropriate process.

Written communication arrangements

If unreasonable conduct continues, the Headteacher or, where appropriate, the Chair of Governors writes to the complainant setting out the behaviour, its impact, the expected change, the arrangements being put in place and how they will be reviewed.

Proportionate arrangements may include a single point of contact, agreed communication methods or reasonable limits on the frequency of routine correspondence. Restrictions must not prevent the school from receiving urgent safeguarding information, essential pupil information, reasonable requests for statutory information or important new evidence.

The school will normally review a communication plan within six months, or sooner if circumstances change. The decision and the reasons for it are documented, and the complainant is told how to request a review or raise concerns about the restrictions.

Aggression, violence and access to premises

Abuse, threats, harassment or violence towards staff or pupils are not accepted. Staff should seek immediate support, move people to safety and call the police where necessary. Any restriction on access to the school premises follows the school's security procedures, applicable law, fair notice and an opportunity to make representations where appropriate.

An incident on school premises may require safeguarding action, a health and safety record and consideration of support for affected staff.

Records, confidentiality and review

Written decisions, communications, adjustments and review dates are recorded securely and shared only with those who need to know. The Governing Body monitors the fair application of this policy. This policy is read alongside the school's Complaints Policy, Safeguarding Policy, Equality Policy and Staff Code of Conduct.

Related policies and guidance

This policy should be read alongside the school's current safeguarding, health and safety, equality and other relevant operational policies. Staff follow the versions in force and seek advice from the Headteacher or designated lead when necessary.

School policy documents: https://www.castlecampsschool.co.uk/resources-policies-1/

DfE school complaints guidance: https://www.gov.uk/government/publications/school-complaints-procedures

DfE school security guidance: https://www.gov.uk/government/publications/school-and-college-security

Keeping Children Safe in Education 2026: https://www.gov.uk/government/publications/keeping-children-safe-in-education--2