



# WOODMANSEY CE PRIMARY SCHOOL

Building Strong  
Foundations



Unlocking  
Potential



Inspiring a  
Generation

## Managing Serial & Unreasonable Complaints Policy

Written by: J. Williams

Approved by: Governing Body

Date: March 2026

Next Review: March 2029

## 1. Introduction

Woodmansey CE Primary School is committed to dealing with all complaints fairly and impartially, and to providing 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 our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

This policy should be read in conjunction with the school's Complaints Policy.

Woodmansey CE Primary 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 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.

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 Headteacher and/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.

Where the Headteacher considers that a complainant's behaviour meets the definition of unreasonable behaviour outlined in this policy, this decision will be made in consultation with

the Chair of Governors and will be based on a documented record of contact and impact on school operations.

The complainant will be informed in writing that their behaviour has been assessed as unreasonable and any proposed restrictions will be explained, including:

- the nature of the restriction
- how long the restriction will apply
- how the school will review this decision

Any restrictions imposed will be proportionate and will not prevent a complainant from progressing a complaint through the school's formal complaints procedure.

The decision to apply restrictions will be reviewed after six months by the Headteacher in consultation with the Chair of Governors. The complainant will be notified in writing of the outcome of this review.

For complainants who excessively contact Woodmansey CE Primary School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This communication plan will form part of any restrictions applied and will be reviewed in line with the six-month review of the decision outlined above.

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 Woodmansey CE Primary School.

Restrictions will be reasonable and proportionate to the nature of the complainant's contact and will be applied in a manner that is consistent with the school's duty to act fairly and without discrimination.