

Managing serial and unreasonable complaints Policy

Forest Skies Federation



Approved by:	Mr Tim Culpin (CoG) Naomi Haughton Joanne Bingwa Matthew Davies	Date: September 2025
Last reviewed on:	September 2026	
Next review due by:	September 2027	

The Forest Skies Federation is committed to considering all complaints fairly, objectively and in accordance with its Complaints Procedure. We recognise the right of individuals to raise concerns and will not normally restrict access to the complaints process. However, the Federation also has a duty to protect staff, governors and pupils from behaviour that is unreasonable, abusive, threatening or disruptive.

The Federation may consider a complainant's conduct to be unreasonable where it impedes the effective investigation or resolution of a complaint, places a disproportionate burden on school resources, or has a detrimental impact on staff wellbeing. Examples may include, but are not limited to, where a complainant:

- Repeatedly raises the same complaint or substantially similar issues after the Federation's complaints procedure has been exhausted.
- Refuses to accept findings reached following a thorough and fair investigation conducted in accordance with the Federation's Complaints Procedure.
- Seeks outcomes that are unreasonable, unattainable or outside the Federation's authority to deliver.
- Makes excessive, persistent or disproportionate contact with staff or governors in person, by telephone, email, letter or through third parties.
- Sends large volumes of correspondence that contain repetitive, irrelevant or vexatious material.
- Uses threatening, intimidating, abusive, offensive or discriminatory language or behaviour.
- Makes malicious, knowingly false or misleading allegations.
- Records or publishes information about staff, governors or pupils in a manner intended to harass, intimidate or undermine the complaints process.

While a complaint is under investigation, complainants are expected to communicate in a reasonable and proportionate manner. Multiple contacts relating to the same issue may delay the investigation and response. The Federation reserves the right to manage communication to ensure complaints can be considered efficiently and fairly.

Before any restrictions are applied, the Headteacher or Chair of Governors will normally seek to discuss concerns with the complainant and provide an opportunity for behaviour to change. In exceptional circumstances involving threats, harassment, aggression or safeguarding concerns, restrictions may be applied immediately.

Where unreasonable behaviour persists, the Federation may implement reasonable and proportionate measures, including:

- Requiring all communication to be made through a single nominated contact or communication channel.
- Limiting the frequency, timing or method of communication.
- Declining to respond to correspondence that raises matters already considered and concluded.
- Refusing correspondence that is abusive, threatening, offensive or vexatious.

- Restricting access to school premises where this is necessary to protect staff, pupils or governors.

Any restrictions imposed will be confirmed in writing, including the reasons for the decision, the arrangements that will apply, and the review date. Restrictions will normally be reviewed within six months, although they may be withdrawn earlier where behaviour improves.

Any incident involving threats, harassment, intimidation, aggression or violence towards staff, governors, pupils or visitors will be treated seriously. The Federation reserves the right to report such incidents to the police, seek legal remedies where appropriate and restrict access to Federation premises.