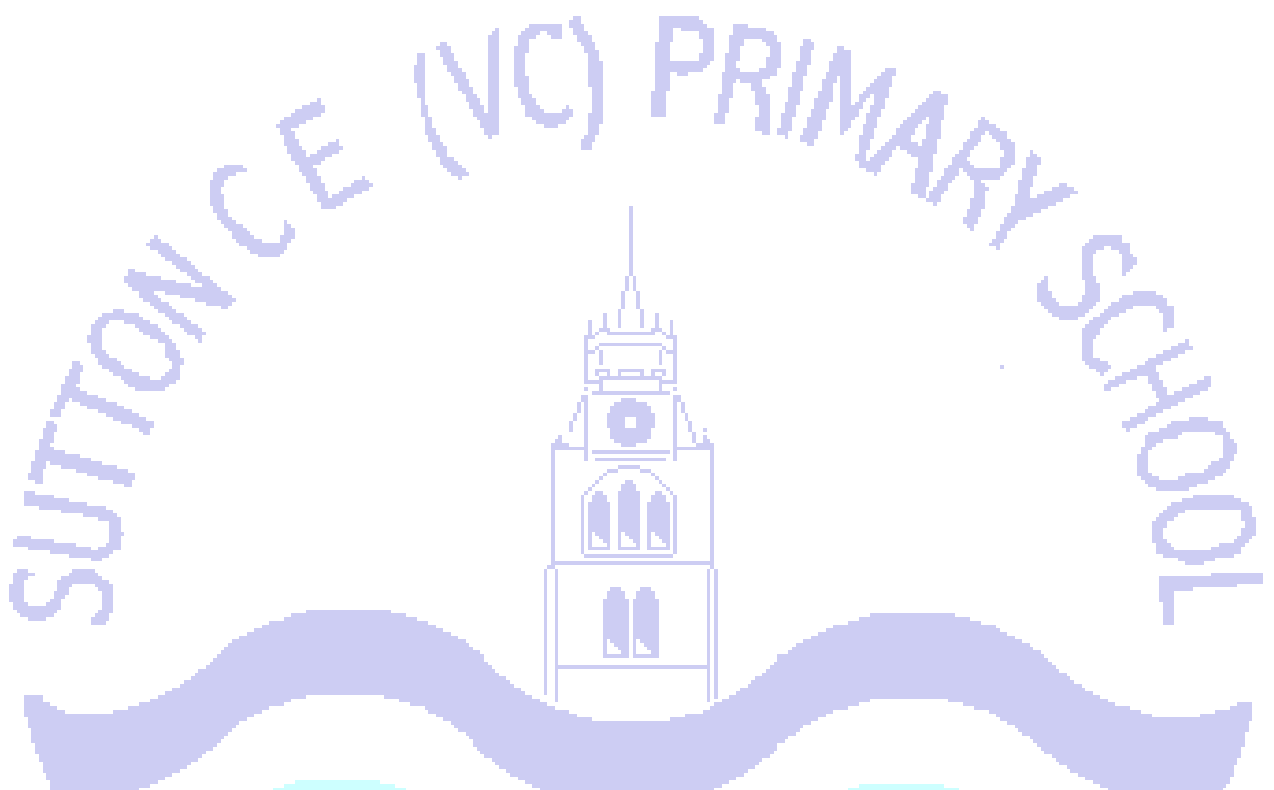




Sutton CE (VC) Primary School

Managing Serial & Unreasonable Complaints Policy

April 2026



Managing Serial & Unreasonable Complaints

Sutton 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.

Sutton 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:

- does not specify the complaint, its grounds, or the outcomes sought, despite offers of assistance
- does not cooperate with the complaints investigation process
- does not accept that certain issues fall outside the scope of the complaints procedure
- requests that the complaint be handled in ways that are incompatible with the complaints procedure or established practice
- submits a high volume of detailed questions of limited relevance and requests responses within self-defined timescales
- submits complaints about staff involved in handling the matter and requests their replacement
- alters the basis of the complaint during the investigation
- repeats the same complaint after it has been investigated or addressed
- does not accept the findings of an investigation conducted in accordance with the complaints procedure, including referral to the Department for Education
- requests outcomes that are not achievable within the scope of the procedure
- maintains frequent, lengthy, or complex contact with staff regarding the complaint across multiple channels during the investigation
- uses threatening language or behaviour
- uses language or behaviour that is abusive, offensive, discriminatory, or violent
- provides information that is inaccurate or misleading

- shares information on social media or other public forums that is not appropriate

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 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. For complainants who excessively contact Sutton 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 will be reviewed after six months.

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 Sutton Primary School.