St Teresa of Calcutta

MULTI ACADEMY COMPANY

Persistent or Vexatious Complaints Policy

Signed by CEO:

Signed by Chair of MAC Board :

Version	Approval at STOC MAC	Next Review Date	Changes from Previous Version
Version 1.0	P Ryan – 11.07.24	July 2025	New policy
Version 2.0	P Ryan – July 2025	July 2026	No material changes – content reviewed
Version 3.0	P Ryan – July 2026	July 2027	No changes – content reviewed

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INTRODUCTION

All schools in the St Teresa of Calcutta MAC deal with issues, concerns, and complaints as part of their day- to-day management of the school in accordance with the Complaints Policy.

The majority of concerns and complaints are handled in an informal manner and are resolved quickly, sensitively and to the satisfaction of the complainant.

However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing concerns. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of the school and directly or indirectly the overall well-being of the children or staff in the school. In these exceptional circumstances the school may take action in accordance with this policy.

1. AIMS OF POLICY

1.1 The aims of this policy are to:

1. uphold the distinctive Catholic values of our schools through standards of courtesy and reasonableness that should characterise all communication between the school and persons who wish to express a concern or pursue a complaint;
2. support the well-being of children, staff and everyone else who has legitimate interest in the work of the school, including directors and parents;
3. demonstrate the Catholic ethos and values of our schools through dealing fairly, honestly, openly and transparently with those who make persistent or vexatious complaints and those who harass members of staff in school while ensuring that other stakeholders suffer no detriment.

2. PARENTS' EXPECTATIONS OF THE SCHOOL

2.1 Parents/carers/members of the public who raise either informal concerns or formal complaints with the school can expect the school to:

1. communicate to parents/carers in writing:
   a) how and when problems can be raised with the school;
   b) the existence of the school's Complaints Policy, and
   c) the existence of the Policy for Dealing with Persistent or Vexatious Complaints.
2. respond within a reasonable time;
3. be available for consultation within reasonable time limits bearing in mind the needs of the pupils within the school and the nature of the complaint;
4. respond with courtesy and respect;
5. attempt to resolve problems using reasonable means in line with the school's Complaints Policy and advice from the Department for Education. The aim is to keep complainants informed of progress towards a resolution of the issues raised.

3. THE SCHOOL'S EXPECTATIONS OF PARENTS/CARERS/MEMBERS OF THE PUBLIC

3.1 The school expects parents/carers/members of the public who wish to raise problems with the school to:

1. treat all school staff with courtesy and respect;
2. respect the needs and well-being of pupils and staff in the school;
3. avoid any use, or threatened use, of violence to people or property;
4. avoid any aggression or verbal abuse (including the use of inappropriate language whether or not directed at a member of staff);
5. recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond;
6. recognise that resolving a specific problem can sometimes take some time;
7. In the case of a complaint, to follow the Complaints Policy.

4. DEFINITION OF PERSISTENT COMPLAINANT

4.1 For the purpose of this policy, a persistent complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the school, and whose behaviour is unreasonable. Such behaviour may be characterised by:

1. actions which are obsessive, persistent, harassing, prolific, repetitious;
2. prolific correspondence or excessive e-mail or telephone contact about a concern or complaint;
3. uses Freedom of Information requests excessively and unreasonably;
4. an insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes;
5. an insistence upon pursuing complaints in an unreasonable manner;
6. an insistence on only dealing with the Head Teacher on all occasions, irrespective of the issue and the level of delegation in the school to deal with such matters;
7. an insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the school because it is unlawful.

4.2 For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in (1) to (7) above in such a way that they:

1. appear to be targeted over a significant period of time on one or more members of school staff and/or:
2. cause ongoing distress to individual member(s) of school staff and/or:
3. have a significant adverse effect on the whole/parts of the school community and/or:
4. are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This

could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

4.3 In cases where the conduct of the complainant is abusive and/ or threatening, the policy on conduct of visitors will be followed.

5. THE SCHOOL'S ACTIONS IN CASES OF PERSISTENT OR VEXATIOUS COMPLAINTS OR HARASSMENT

5.1 In the first instance the school will verbally inform the complainant that his / her behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy.

5.2 This will be confirmed in writing (Model Letter 1).

5.3 If the behaviour is not modified, the school will take some or all of the following actions as necessary, having regard to the nature of the complainant's behaviour and the effect of this on the school community:

1. inform the complainant in writing that his/her behaviour is now considered by the school to be unreasonable/unacceptable and, therefore, to fall under the terms of this policy (see Model Letter 2);
2. inform the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties (see Model Letter 2);
3. inform the complainant that, except in emergencies, all routine communication with the complainant to the school should be by letter (see Model Letter 2) and posted or emailed to only; info@stocmac.org.uk
4. (in the case of physical, or verbal aggression) take advice from the police, HR / Legal Services (services purchased by the Board of Directors) and consider warning the complainant about being banned from the school site or proceed straight to a temporary ban;
5. consider taking advice from the legal department on pursuing a case under Anti-Harassment legislation;
6. consider taking advice from the HR / Legal Services about putting in place a specific procedure for dealing with complaints from the complainant, i.e. the complainant will not be able to deal directly with the Head Teacher but only with a third person to be identified by the Board of Directors of the MAC, who will investigate, determine whether or not the concern / complaint is reasonable or vexatious and then advise the Head Teacher accordingly.

5.4 Thus, based on 5.3.6, legitimate new complaints may still be considered even if the person making them is, or has been, subject to the Policy for Dealing with Persistent or Vexatious Complaints and/or Harassment in Schools. However, the school will be advised by HR / Legal Services.

5.5 If a complainant's persistent complaining/harassing behaviour is modified and is then resumed at a later date within a reasonable period of time, the school may resume the process identified above at an appropriate level. In these circumstances advice may be sought from HR/Legal Services.

6. REVIEW

6.1 The School will review as appropriate, and at a minimum once in a school year, any sanctions applied in the context of this policy.

MODEL LETTER 1:

INITIAL LETTER INFORMING A COMPLAINANT THAT HIS/HER BEHAVIOUR IS CONSIDERED TO FALL BELOW A REASONABLE/ ACCEPTABLE STANDARD

**** On School's/MAC headed paper and RECORDED DELIVERY****

Dear XXX

This letter is to inform you that the school considers your actions in *[describe actions, dates, behaviour]* on ..... when you ..... to be unreasonable/unacceptable *[delete as appropriate*].

We would ask you to bear in mind the fact that such behaviour on a school site can be disruptive and distressing to pupils, staff and parents/carers *[delete if behaviour complained of did not occur on school site e.g. persistent use of e-mail, verbally abusive telephone calls, in the community].*

We are aware that you have raised some concerns, and would advise you that these are usually dealt with most effectively through the School's Complaints Policy.

At the moment, we are dealing with these issues by *[describe actions being taken to resolve concern]*.

Please note that the St Teresa of Calcutta Multi Academy's Policy for Dealing with Persistent or Vexatious Complaints/Harassment sets out standards of behaviour expected of all people in their dealings with the School. These include:

> behaving reasonably; treating others with courtesy and respect; resolving complaints using the School's Complaints Procedure; avoiding physical and verbal aggression (including inappropriate language) at all times.

The Policy also indicates the steps that we may take if these standards are breached. These include:

> making special arrangements for meetings and communication with the school; considering a ban from the school premises; considering legal action.

I would ask that you allow school time to resolve the issues according to the correct procedures, and would assure you that we shall take every step to move this process forward as quickly as possible.
Yours sincerely

Head Teacher

MODEL LETTER 2:
INFORMING A COMPAINANT THAT HIS/HER BEHAVIOUR IS NOW CONSIDERED TO FALL UNDER THE TERMS OF THE POLICY FOR DEALING WITH PERSISTENT OR VEXATIOUS COMPLAINTS
**** On School's/MAC headed paper and RECORDED DELIVERY****

Dear XXX

You will recall that I wrote to you on *[insert date]* telling you that I felt your behaviour was unreasonable. I am now writing to inform you that in view of your behaviour on *[date]*, when you *[describe actions/behaviour]* it has been decided that the School's Policy for Dealing with Persistent or Vexatious Complaints will apply from the date of this letter.

I will not respond to further correspondence on this current issue. However, if it is felt that your letter relates to a different issue or new complaint I will respond to you in writing in accordance with the details below.

In the circumstances I have made the following arrangements for your future contact with the school: *[*Delete A or B as applicable]*

*A For the foreseeable future, should you wish to meet with any member of staff, I would ask you to note:
(a) all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to [Name], at the school address, note: email correspondence will not be responded to;
(b) an appointment will be arranged and confirmed in writing as soon as possible;
(b) a third party from the school will be present;
(c) in the interests of all parties, formal notes of this meeting may be made.

*B For the foreseeable future, all meetings arising from any written communication with the school will not be conducted by a member of staff, but will be conducted by…….. representing the school. I would ask you to note:

(a) all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to [Name], at the school address, note: email correspondence will not be responded to;
(b) an appointment will be arranged and confirmed in writing as soon as possible;
(b) a third party will be present;
(c) in the interests of all parties, formal notes of this meeting may be made.

Exceptionally, these arrangements do not apply to any emergency involving *[insert name of pupil]* – in which case you should contact the school in the usual way.

While these arrangements are in place, with respect to normal access to information available on parents' evenings, this will be provided in a summary written report. These arrangements take effect straightaway. If you wish to make a representation about the contents of this letter, which may include any expressions of regret on your part and any assurances that you are prepared to give about your future good conduct, you can do so by writing to me at the school by *[state ten working days from the date of the letter]*. If on receipt of your comments I consider that the arrangements outlined above should continue, you will be supplied with details of how to review a circumstance of your case.

I do hope that the difficulties we are currently experiencing can soon be resolved.
Yours sincerely

Head Teacher