



Managing unreasonable or persistent complaints

At Lancaster Lane Primary and Pre-School, we are committed to listening to concerns and dealing with complaints fairly, consistently and respectfully. We aim to provide a high-quality service to everyone who raises a concern and will not normally limit communication with parents, carers or other complainants.

We also have a duty to protect the wellbeing of our staff. We do not expect staff to tolerate behaviour that is abusive, threatening or unreasonable.

We may consider a complaint to be unreasonable if the way it is being pursued makes it difficult for us to deal with it fairly. This might include when someone:

- is unwilling to clearly explain their complaint or the outcome they are seeking, despite being offered support
- refuses to engage with the complaints process
- insists on issues being dealt with outside the school's complaints procedure
- repeatedly raises issues that are unrelated or insignificant to the complaint
- expects immediate responses to large numbers of detailed questions
- makes unjustified complaints about staff or asks for staff members to be replaced without good reason
- changes the main focus of the complaint while it is being investigated
- continues to raise the same complaint after it has been fully investigated and responded to
- refuses to accept the outcome once the school's complaints procedure has been completed
- seeks outcomes that are unrealistic or outside the school's control
- contacts the school excessively by phone, email, letter or in person in a way that places unreasonable demands on staff time
- uses threatening, abusive, offensive or discriminatory language or behaviour
- knowingly provides false or misleading information
- publishes inappropriate or inaccurate information about the complaint on social media or other public platforms.

While a complaint is being investigated, we ask complainants to keep communication focused and avoid sending repeated messages about the same issue. Multiple emails, phone calls or letters can make it more difficult to resolve the complaint promptly.

Where possible, the Headteacher or Chair of Governors will discuss any concerns about a complainant's behaviour informally before deciding that it is unreasonable.

If the behaviour continues, the Headteacher will write to the complainant explaining why their behaviour is causing difficulties and what changes are needed. Where repeated contact is causing significant disruption, the school may introduce a communication plan. This may set out:

- how the school will communicate with the complainant
- who the main point of contact will be
- how often communication will take place.

Any communication plan will be reviewed after six months. If there is a serious incident involving aggression, violence or threats, the school will contact the police where appropriate and confirm any action taken in writing. This may include restricting access to the school site.

This policy was adopted by the Governing Board in July 2026.

It will be reviewed again in Autumn 2027 or sooner if required.

Signed: *Linsey Hankin*

Date: 01/07/26