



St Cecilia's R. C. High School

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Managing Unreasonable Behaviour and Communication

Approved

March 2026

Review

March 2028

Managing Unreasonable Behaviour and Communication

St Cecilia's RC High School is committed to communicating with parents, carers and members of the community in a respectful, transparent and professional manner. We will deal with concerns and complaints fairly, objectively and impartially, and aim to provide a high-quality service to all who engage with the school.

We do not normally limit the contact individuals have with the school. However, we do not expect staff to tolerate behaviour that is abusive, offensive, threatening or otherwise unreasonable. The school will take proportionate action to protect staff from such behaviour.

Unreasonable behaviour may arise in the context of complaints or general communication with the school, including emails, telephone calls, meetings, letters, social media contact or other forms of correspondence.

The school defines unreasonable behaviour as conduct which hinders the efficient operation of the school or the proper consideration of concerns due to the frequency or nature of the contact. This may include, but is not limited to, situations where an individual:

- Refuses to articulate their concerns clearly or specify the outcomes sought, despite offers of assistance
- Refuses to cooperate with established processes
- Refuses to accept that certain matters are outside the school's control or remit
- Insists on communication methods or timescales that are incompatible with school procedures or good practice
- Sends excessive volumes of correspondence (emails, phone calls, messages or letters)
- Raises large numbers of detailed but unimportant questions and demands immediate responses
- Repeats the same issues despite them having been addressed
- Makes unjustified allegations about staff
- Uses threatening, intimidating, abusive, offensive or discriminatory language
- Knowingly provides false or misleading information
- Publishes defamatory or unacceptable information on social media or public forums
- Makes excessive demands on staff time through frequent, lengthy or complex contact

Individuals are expected to communicate with the school in a respectful and proportionate manner. Repeated or excessive contact may delay responses and disrupt the school's ability to fulfil its duties to all pupils.

Where concerns arise regarding unreasonable communication, the Headteacher or Chair of Governors will, where appropriate, seek to address the matter informally in the first instance.

If the behaviour continues, the school may write formally to the individual explaining why their conduct is considered unreasonable and outlining expectations moving forward. In cases where contact is excessive or disruptive, the school may implement a communication plan. This may include:

- Specifying permitted methods of communication
- Limiting the frequency of contact
- Requiring communication through a single named point of contact

- Restricting contact to written correspondence only

In cases involving serious aggression, harassment or threats, the school will take immediate action, including involving the police where appropriate. This may also result in the individual being barred from the school premises in accordance with relevant legislation and guidance.

Any restrictions applied will be proportionate, regularly reviewed, and lifted when appropriate.