

# Policy for managing unreasonable conduct towards staff by persons contacting the school or unreasonable action during the course of a complaint.



Managed by:	Headteacher
Policy approval:	Governing Board
Governor link committee:	Full Governing Board
Date of review:	September 2023
Next review:	Summer 2024

<https://www.gov.uk/government/publications/school-complaints-procedures>

## Introduction

Wilmslow High School is committed to dealing with all those who contact the school and its staff with respect and courtesy. In turn, it expects school staff to be treated with respect and courtesy by those contacting the school.

If this contact with the school involves the raising of concerns or a complaint then the school will seek to respond to this fairly and impartially, using the approaches and procedures set out in the school's Complaints Policy.

The school aims to always provide a high quality service to our community. Consequently, we will not normally limit the contact members of our community are able to have with the school and its staff. However, we do not expect our staff to have to experience unacceptable behaviour and will take action to protect staff from any such behaviour, including that which is abusive, offensive or threatening.

## What is unreasonable behaviour towards school staff?

Wilmslow High School would regard the following as examples of unreasonable behaviour towards its staff:

- making excessive demands on school time by frequent, lengthy and complicated contact with staff
- using threats to intimidate
- using abusive, offensive or discriminatory language or violence
- knowingly providing falsified information
- publishing unacceptable information on social media or other public forums.

## **What is unreasonable behaviour in relation to a concern or a complaint?**

Where the contact with school involves a concern or a complaint, Wilmslow High School would regard it as unreasonable if the complainant:

- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email, by text and/or by telephone while the complaint is being dealt with
- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome

While the complaint is being progressed complainants should try to limit their communication with the school that relates to their complaint. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

## **How will the school respond to unreasonable behaviour towards school staff?**

Where a member of staff feels that they have experienced unreasonable behaviour they will inform their line manager. Whenever possible the matter will then be raised with the person who made contact with school to discuss the matter informally and seek resolution.

However, where this approach does not resolve the matter, the Headteacher will write to the person who made contact with the school to explain that their behaviour has been regarded as

unreasonable by the school and that the school will take action to limit the impact this will have on school staff. This may involve the drawing up of a communication plan that specifies methods of communication and provides a limit to the number of contacts that can be made over a defined time period. Such a plan would be reviewed after six months.

In response to any serious incident of aggression or violence, the school will immediately inform the police and communicate the school's actions in writing. This may include barring an individual from the school.