



Managing Serial and Unreasonable Complaints/Concerns and/or Unreasonable/Persistent Contact

Date of Approval:	1 October 2025
Date of Next Review:	October 2028
Signed: Executive Headteacher	M Talbot
Signed: Chair of Governors	M Hall

Document History

Date	Change Reference	Summary of Change
September 2025	Throughout	Re-write to make an ALPs joint policy.

1. Introduction

ALPs Schools takes all concerns and complaints seriously and undertakes to resolve these in a timely and fair manner. We are committed to dealing with all contact, concerns, and complaints impartially and to providing a high-quality service.

We do not expect our staff to tolerate unacceptable or unreasonable behaviour. Action will be taken to protect staff from behaviour that is:

- • abusive, offensive, or threatening,
- • impacts staff well-being,
- • creates excessive workload, or
- • causes unreasonable or persistent contact.

2. Scope

This policy applies to:

- serial or unreasonable complaints,
- unreasonable or persistent contact, whether or not linked to a formal complaint, and
- behaviours which hinder the fair consideration of concerns/complaints.

3. Definition of Unreasonable Behaviour

Unreasonable behaviour includes, but is not limited to, where a complainant:

- Causes any member of staff to indicate that their well-being is being adversely affected by the complainant's actions, behaviour, or persistent contact.
- Refuses to articulate their concern/complaint or specify the grounds or desired outcomes, 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 concern/complaint being dealt with in ways incompatible with the complaints procedure or with good practice.
- Introduces trivial, irrelevant, or excessive information that hinders timely resolution.
- Raises large numbers of detailed but unimportant questions, and insists they are fully answered immediately or to their own timescales.
- Makes unjustified complaints about staff handling the matter, and seeks to have them replaced.
- Changes the basis of the complaint as the investigation proceeds.
- Repeatedly makes the same concern/complaint despite responses concluding the issue is groundless or addressed.

- Refuses to accept the findings of investigations that have followed the school's procedures, including referral to the Department for Education.
- Seeks an unrealistic outcome.
- Makes excessive demands on staff time through frequent, lengthy, and/or complicated contact in person, in writing, by telephone, email, or text.
- Uses threats, intimidation, abusive, offensive, or discriminatory language, or violence.
- Knowingly provides falsified information.
- Publishes unacceptable or inappropriate information about the school or its staff on social media or other public forums.

*This list is not exhaustive and may be added to where necessary. *

4. Expectations of Complainants

While a complaint or concern is being considered, complainants are expected to limit communication to what is necessary. Repeated or excessive correspondence may delay resolution.

5. Process for Managing Unreasonable Behaviour

- Whenever possible, the Executive Headteacher, Head of School, or Chair of Governors will discuss concerns with the complainant informally before applying an "unreasonable" marking.
- If behaviour continues, the Executive Headteacher or Head of School will write to the complainant, explaining that their behaviour is unreasonable and asking them to change it.
- For those whose contact places excessive demands on the school, a Communication Plan may be put in place. This may specify methods of communication, routes of contact, and limits on frequency. Communication Plans will be reviewed after six months.
- In response to any serious incident of aggression, threats, or violence, the police will be contacted immediately and actions will be confirmed in writing. This may include barring an individual from the school site.

6. Legal and Tribunal Safeguards

No member of staff or governor will attend any tribunal where the school has already provided the relevant evidence to the appropriate body. This ensures that staff and governors are protected from duplication of process and unnecessary legal exposure.

7. Monitoring and Review

This policy will be reviewed every three years or sooner if statutory requirements change. The Governing Board is responsible for ensuring compliance.