The Federation of
Great Ellingham and Rocklands Primary Schools

Serial Complaints Policy

(Revised Nov 25)

Approved by Governors: 20th November 2025

Signature: *Julie L Dekker* Executive Headteacher

Signature: *Heather Musk* Chair of Governors

To be reviewed : Autumn 2028

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The Federation of Great Ellingham and Rocklands Primary Schools, The Federation, is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain.

The Federation will not normally limit the contact complainants have its our schools; The Federation does not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

The Federation defines unreasonable behaviour as that which hinders its consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- 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 complaint 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 Federation's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education (DfE);
- seeks an unrealistic outcome;
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with;
- uses threats to intimidate;
- uses abusive, offensive or perceived discriminatory language or violence;

- knowingly provides falsified information;
- publishes unacceptable information on social media or other public forums.

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

Whenever possible, the Executive Head or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the Executive Head will write to the complainant explaining that their behaviour is unreasonable and ask them to change it.

For complainants who excessively contact The Federation causing a significant level of disruption, The Federation may specify methods of communication and limit the number of contacts in a communication plan which will be reviewed after six months.

In response to any serious incident of aggression or violence, The Federation will immediately inform the police and communicate its actions in writing which may include barring an individual from Federation schools.