



Unreasonable Complaints, Persistent Contact and Harassment Policy

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Cecil Road Primary and Nursery School

Unreasonable Complaints, Persistent Contact and Harassment Policy

Introduction

Cecil Road Primary and Nursery School, is committed to the continuous improvement of our school and values constructive feedback from parents and carers. We aim to resolve concerns promptly, fairly and respectfully.

Whilst we recognise that some concerns may relate to serious or distressing matters, the school will not tolerate behaviour that is threatening, inappropriate, excessive, harassing, or which undermines the professional integrity of staff.

This policy sets out how the school will respond to unreasonable complaints, excessive contact, or harassment, including situations where parents or carers contact multiple staff members or use several communication channels simultaneously.

This policy should be read alongside:

- Complaints Policy

Definition of an Unreasonable Complainant

An unreasonable complainant is anyone who behaves in a way that is unreasonable while raising a concern or complaint. This includes behaviour that is excessive, persistent, aggressive, or disruptive to the effective operation of the school.

Examples of Unreasonable Behaviour

Unreasonable behaviour may include (but is not limited to):

Excessive and Disruptive Communication

- Sending high volumes of emails within short periods of time
- Emailing multiple school inboxes, staff members, or departments simultaneously about the same issue
- Re-sending the same complaint repeatedly without new information
- Expecting immediate responses or responses within unreasonable timescales
- Contacting staff via multiple methods (email, phone, in person, paper copies) in a way that creates pressure or distress

Harassment and Targeting of Staff

- Directing persistent or excessive communication at specific staff members
- Undermining staff professionalism through repeated criticism or allegations

- Attempting to bypass school procedures by contacting different staff in order to obtain a different response
- Recording meetings or conversations without consent and sharing them with third parties
- Making unfounded or repeated complaints about staff members

Unreasonable Pursuit of Complaints

- Continuing to pursue a complaint after the complaints procedure has been fully exhausted
- Refusing to accept findings where procedures have been correctly followed
- Changing the basis of a complaint mid-investigation
- Introducing irrelevant or disproportionate issues

Inappropriate Conduct

- Using aggressive, abusive or threatening language
- Making defamatory or untrue statements about staff or the school
- Raising complaints publicly (including on social media) rather than through appropriate channels
- Refusing to engage constructively with attempts at resolution

Definition of Harassment

The school considers harassment to be the unreasonable and persistent pursuit of concerns in a manner that causes distress to staff or disrupts the functioning of the school.

This includes:

- Repeated emails across different inboxes or to multiple staff
- Excessive monitoring or chasing responses
- Targeting individual staff members over a sustained period
- Behaviour intended to intimidate, pressure, or undermine staff

What Parents and Carers Can Expect from the School

The school will:

- Follow the Complaints Procedure
- Respond within a reasonable timeframe
- Communicate respectfully and professionally
- Seek to resolve concerns fairly and proportionately
- Keep individuals informed of progress

What the School Expects from Parents and Carers

Parents and carers are expected to:

- Treat all staff with respect and courtesy
- Use appropriate communication channels
- Avoid contacting multiple inboxes or staff members about the same issue
- Allow reasonable time for responses
- Follow the formal complaints procedure where necessary
- Work collaboratively with the school toward resolution
- Avoid behaviour that undermines staff or disrupts the school environment

School Response to Unreasonable Behaviour

Where behaviour is identified as unreasonable, excessive, or harassing, the school may take one or more of the following actions:

Managing Communication

- Require all communication to be directed through a **single named point of contact or inbox**
- Limit communication to one method (e.g. email only)
- Restrict the frequency of responses (e.g. one response per week)
- Decline to respond to repeated emails containing no new information

Limiting Access

- Require meetings to take place with a third party present
- Record meetings and provide formal minutes
- Restrict access to the school site where necessary

Formal Action

- Inform the individual in writing that their behaviour is considered unreasonable under this policy
- Suspend investigation of a complaint until communication is appropriate
- Cease responding to correspondence except where required for safeguarding or legal reasons
- Involve the Local Authority or Cooperative Trust where appropriate
- Contact the local Police
- Seek legal advice to take legal action

Serious Incidents: Aggression or Harassment

The school has a duty of care to staff and pupils and will not tolerate:

- Excessive communications
- Threats or intimidation
- Verbal abuse
- Online harassment
- Any behaviour that puts staff welfare and well being at risk

In such cases, the school may:

- Ban the individual from the school site with immediate effect
- Report incidents to relevant authorities
- Take legal action under harassment laws where necessary

Monitoring and Review

- Any restrictions or actions under this policy will be reviewed regularly (at least annually)
- If behaviour improves, restrictions may be lifted at the school's discretion
- If behaviour resumes, actions may be reinstated immediately

Legitimate new concerns will still be considered, provided they are raised in an appropriate and respectful manner.

Conclusion

Cecil Road Primary and Nursery School is committed to working positively with parents and carers. However, the school will take firm and proportionate action where behaviour becomes unreasonable, excessive, or harassing, in order to protect staff wellbeing and maintain a safe and respectful environment for everyone.