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## Managing Serial and Unreasonable Complaints



**Bishop  
Perowne**  
Church of England College  
**Endeavour Forever**

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Complaints

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## C. Approval

This document is a controlled document authorized for release once all signatures have been obtained or has been approved for release at either a Full Governing Board meeting or relevant sub-committee meeting. Approval of this document constitutes approval of the content as described herein.

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# 1 OVERVIEW

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## 1.1 Purpose

Refer to Section 3 Procedures

## 1.2 Scope

Refer to Section 3 Procedures

## 1.3 Related documents

Refer to Section 3 Procedures

## 1.4 Reviews

Refer to Section 3 Procedures

## 1.5 Equality Impact Assessment

Under the Equality Act 2010 the College is obliged not to discriminate against people on the basis of age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This procedure has been equality impact assessed and the Governing board believes that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any student or any other connected party and it helps to promote equality at the College.

## 2 RESPONSIBILITY FOR THE PROCEDURE

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### 2.1 Role of the Governing board

The Governing board has:

- delegated powers and responsibilities to the Headteacher to ensure all college personnel and visitors to the college are aware of this procedure;
- responsibility for ensuring this procedure and all policies/procedures are maintained and updated regularly;
- responsibility for ensuring all policies/procedures are made available to parents/carers;
- nominate a governor to visit the college regularly, to liaise with the Headteacher and the coordinator and to report back to the Governing board;
- responsibility for the effective implementation, monitoring and evaluation of this procedure

### 2.2 Role of the Headteacher

The Headteacher will:

- ensure all College personnel, students and parents are aware of this procedure;
- work closely with the Governors and coordinator;
- provide guidance, support and training to all staff;
- monitor the effectiveness of this procedure;

## 3 PROCEDURES

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### 3.1 Procedures

Bishop Perowne Church of England College is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Bishop Perowne Church of England College defines unreasonable behaviour as that which hinders our 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 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
- 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 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 school 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 Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Bishop Perowne Church of England causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Bishop Perowne Church of England College.

## 4 DISSEMINATION

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### 4.1 Promoting Awareness

We will raise awareness of this procedure via:

- The College website [www.bishopperowne.co.uk](http://www.bishopperowne.co.uk)
- Meetings with College personnel and volunteers

### 4.2 Training

All school personnel:

- Receive training on induction which specifically covers:
  - All aspects of this procedure
- Receive periodic training so that they are kept up to date with new information;
- Receive equal opportunities training on induction in order to improve their understanding of the Equality Act 2010 and its implications.

### 4.3 Monitoring the Effectiveness of the Policy

This procedure will be reviewed every three years or when the need arises.



# 5 GLOSSARY

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Glossary of terms used within this policy and procedure document. For the full Glossary of terms used at Bishop Perowne CE College, please refer to the document "REF-02 Glossary of Terms".


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