

The Phoenix Collegiate



Serial or Persistent Complaints Policy

Issued by/responsible person: Vanessa Nevin/HR	Issue No: 3	Review frequency: every 2 years
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Approval requirement agreed at FGB: this policy needs to be approved by Chair of Governors		

At Phoenix we are committed to dealing with all complaints fairly and impartially. We will not normally seek to limit opportunities for complainants to contact the School. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from such behaviour, particularly that which is abusive, offensive or threatening.

A complaint may be regarded as unreasonable when the person making the complaint:

- Refuses to articulate their complaint, specify the grounds of a complaint or clarify the outcomes they hope to achieve through raising the complaint – despite offers of assistance
- Refuses to co-operate with the complaints investigation process, whilst still requesting or expecting their complaint to be resolved
- Refuses to accept that certain issues are not within the scope of a complaints procedure
- Insists on the complaint being dealt with in ways which are incompatible with the School's approved Complaints Procedure, or with good practice
- Introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions and insists they are answered to their own timescales
- Makes unjustified complaints about staff who are trying to deal with the issues raised, and/or 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 Secretary of State)
- Seeks an unrealistic outcome
- Makes excessive demands on School time by way of frequent, lengthy or complicated/detailed contact with staff regarding the complaint – whether in person, in writing, by email or by telephone while the complaint is being dealt with
- A complaint may also be considered unreasonable if the person making the complaint does so (either verbally or in writing):
 - Maliciously
 - Aggressively
 - Using threats, intimidation or violence
 - Using abusive, offensive or discriminatory language
 - Knowing it to be false
 - Using falsified information

- Publishing unacceptable information in a variety of media such as on social media websites and in newspapers.

Complainants should limit communication with the School whilst their complaint is being progressed. It is not helpful if repeated correspondence is sent as this may delay the outcome of the investigation.

Whenever possible, the Head teacher or Chair of Governors will discuss any concerns with the Complainant informally, before applying an '*unreasonable*' marker. If the complainant does not modify their behaviour, the Head teacher will record the School's concerns regarding unreasonable behaviour in writing, and formally request that the Complainant desists.

For Complainants who contact Phoenix excessively, causing significant levels of disruption, the School may specify methods of communication and limit the number of contacts by way of a formal communication plan. This will usually be reviewed after 6 months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the School.

If it becomes apparent that the School is subject to a persistent, concerted or coordinated campaign with numerous complaints being received regarding the same matter, from several parties, we will respond to these either by way of standardised letter once the substance of the complaint has been investigated and considered, or else by directing complainants to a standardised response which will be posted on the School's website.

In carrying out our duties relating to a complaint, we ensure that we comply with the Equality Act 2010.

This Policy should be read in conjunction with Phoenix Complaints Policy, available via the school's website.