Yew Tree Primary School Serial & Persistent Complaints Policy

Date of Policy:	January 2026
Responsibility:	Governing Body Policy
Review Date:	January 2027
Consultation:	This policy was reviewed by Sandwell Local Authority and recommended for ratification to Sandwell schools

ETHOS STATEMENT

It is the aim of the Governing Body of Yew Tree Primary School to develop policies and procedures which support the school's vision of:

"Learning Without Limits"

NB: In addition to the LA Complaints Policy, anybody wishing to complain are also advised to review the Parentkind 'School Complaints' guidance which has been developed in collaboration with Ofsted and the Department for Education:

www.parentkind.org.uk/assets/parents-resources/Parent-Guide-to-School-Complaints.pdf

Yew Tree Primary School 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 the school. However, we do not expect our staff to tolerate unacceptable behaviour and will act to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Yew Tree Primary School defines unreasonable complainants as 'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'. The following are a list of issues and behaviours which could be considered as unreasonable, this list is not exhaustive.

A 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 while still wishing 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 adopted 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 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, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and 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 face-to-face, by telephone or in writing or electronically:

- 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 in social media websites and newspapers.

Schools will deal with formal complaints in accordance with the timescales stated in the school complaints policy and will agree the scope of the complaint at the start of the process. Once the complaint is agreed complainants should limit the numbers of communications with a school while a 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 Head Teacher or Chair of Governors will discuss any concerns with the complainant informally before applying an ‘unreasonable’ marking. The application of a ‘serial’ or ‘persistent’ marking will be against the subject or the complaint itself rather than the complainant. If the behaviour continues the Head Teacher will write to the complainant explaining that their behaviour is unreasonable and asking them to change it.

For complainants who excessively contact Yew Tree Primary School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan, or reserve the right to cease any further investigation. 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 Yew Tree Primary School.

This policy is run in conjunction with the Complaints Policy