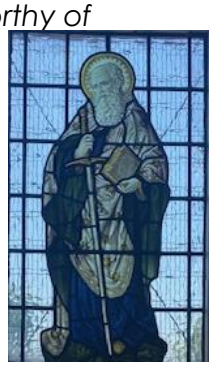
VEXATIOUS AND UNREASONABLE COMPLAINTS POLICY

2026 – 2028

Date	9th September, 2026
Compiled by	Julia Kinch
Ratified by Governors	1st October 2026
Date for review	On or before 9th September, 2028
Amendments	New policy



Godfrey Ermen, local cotton mill owner, left money when he died for *"the benefit of any charitable philanthropic literary or educational institution . . . or in the formation and maintenance of hospitals, libraries, baths, wash-houses, model cottages, and generally in support of any object which may seem worthy of* ***encouragement*** *and assistance."*



Reflecting on our Christian foundation, the Bible reminds us through St Paul's letter to the Thessalonians:

> *"Therefore encourage one another and build each other up, just as in fact you are doing."*
>
> Thessalonians 1 5:11

By honouring God and our trusted foundation, we desire to live out our values by **encouraging** each other to work together, serving God and our community, to be the best we can be for ourselves, our families, our community and the wider world.

We are going to **encourage** each other through our PRIDE values:

VALUE	FOUNDATION	We look to the future to…
Personal Excellence	In all the work you are doing, work the best you can. Colossians 3:23-24	…work hard. … follow our learning rules.
Respect & Friendship	The whole law is made complete in one command: "Love your neighbour as you love yourself." Galatians 5:14	…be kind and gentle. … care for our environment.
Inspiration & Innovation	Continue to think about the things that are good and worthy of praise. Think about the things that are true and honourable and right and pure and beautiful and respected. Philippians 4:8	… listen. … be honest.
Determination & Resilience	I can do all things through Christ because he gives me strength. Philippians 4:13	… feel confident to try and know we can make mistakes. … not give up.
Equality	Now, in Christ, there is no difference between Jew and Greek. There is no difference between slaves and free men. There is no difference male and female. You are the same in Christ Jesus. Galatians 3:28	… be fair. … keep each other happy.

INTRODUCTION

Godfrey Ermen Memorial Primary School is committed to dealing with all complaints and concerns fairly, transparently, and in a timely manner. We welcome feedback from parents, carers, and the wider community.

However, a very small number of complaints or concerns may become unreasonable or vexatious, where they are pursued in ways that disrupt the school or cause undue stress to staff. This policy explains how the school will handle such situations while remaining fair and supportive.

This policy should be read alongside the school's Complaints Procedure and follows guidance from the Department for Education.

PURPOSE

This policy aims to:

- Protect staff from harassment or excessive stress
- Ensure school resources are used effectively
- Maintain a fair and transparent approach to handling complaints and concerns
- Support positive relationships with parents and the community

SCOPE

This policy applies to:

- Parents and carers of pupils
- Members of the public raising concerns
- Former pupils or their families

DEFINITION OF UNREASONABLE OR VEXATIOUS BEHAVIOUR

A complaint or concern may be considered vexatious or unreasonable if it involves:

- Repeatedly raising the same concern without new evidence
- Refusing to accept outcomes after the complaints process has concluded
- Making excessive calls, emails, or letters
- Demanding outcomes that are unrealistic or unattainable
- Targeting or harassing individual staff members
- Using aggressive, threatening, or offensive language
- Changing the basis of the complaint or concern repeatedly

Being persistent does not automatically make a complainant vexatious. Each case will be assessed individually.

PRINCIPLES

The school will ensure that:

- All complaints and concerns are taken seriously and investigated thoroughly
- Decisions are communicated clearly and politely
- Any restrictions are proportionate and reasonable
- Staff are protected from unacceptable behaviour
- Complainants are treated respectfully at all times
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PROCEDURE

1 Early Action

If a parent's behaviour becomes unreasonable, the Headteacher will:

- Speak or write to the parent, explaining concerns
- Set clear expectations for future conduct

2 Formal Warning

If the behaviour continues, a formal letter will be issued outlining:

- The nature of the behaviour
- The impact on staff and school operations
- Possible consequences if the behaviour continues

3 Restrictions

Where necessary, the school may:

- Limit communication to a single method (usually email)
- Require contact through a designated staff member
- Limit the frequency of communication
- Refuse to respond to issues that have already been investigated
- Restrict access to school premises in extreme cases, in line with safeguarding policies

The parent will always be informed in writing about any restrictions and the reasons behind them.

4 Vexatious Classification

In exceptional cases, a parent may be formally classified as vexatious.

- This decision will be taken by the Headteacher
- The parent will be notified in writing
- Records will be kept securely

REVIEW OF RESTRICTIONS

- Restrictions will be reviewed after 6–12 months
- Parents may request a review in writing
- Restrictions may be lifted if behaviour improves

APPEALS

Parents may appeal any decisions under this policy by writing to the Chair of Governors within 10 school days.
The appeal will consider:

- Whether the policy was applied correctly
- Whether the decision was fair and proportionate

RECORD KEEPING

The school will:

- Keep a clear record of all complaints, concerns and correspondence
- Document reasons for any decisions or actions
- Retain records according to data protection regulations

ROLES AND RESPONSIBILITIES

- Headteacher: Overall responsibility for implementing this policy
- Senior Leaders: Support monitoring and communication
- Governing Body: Oversight and handling appeals

RELATED GUIDANCE

This policy is informed by:

- Department for Education
- Local Government and Social Care Ombudsman

MONITORING AND REVIEW

This policy will be reviewed every 2 years, or sooner if required by changes in legislation or guidance.

See also:

- **School Complaints Procedure**
- **Home School Agreement**