



Procedure for dealing with Vexatious complaints

Links to other documents:

- Complaints Procedure
- Managing Aggressive Behaviour from Parents/Visitors Procedure

1. Introduction

- 1.1 This procedure applies to any person communicating with Kingsbury Green Academy in any capacity.
- 1.2 Kingsbury Green Academy is committed to dealing with all complaints fairly and impartially and to providing a high quality response to complainants.
- 1.3 Having a procedure on dealing with vexatious complaints helps us to deal with complainants consistently and fairly.

2. Purpose of this procedure

- 2.1 A small percentage of people will correspond with or complain to the School or Governing Body in way that could reasonably be described as vexatious.
- 2.2 Vexatious correspondence or complaints from a very small minority of individuals can take up a disproportionate amount of school resources and can result in unacceptable detriment to others.
- 2.3 This procedure does not prevent people from accessing school services to which they have an entitlement.
- 2.4 This procedure is not in any way intended to discourage open dialogue and constructive comments about the School, or the use the school Complaints Procedure, where genuine concerns exist.

- 2.5 This procedure is designed to ensure that the rights of individuals are protected, while ensuring that scarce school resources are used fairly and effectively.
- 2.6 The aim of the procedure is to deal fairly and honestly with the complainant whilst ensuring that other members of the academy community, including staff and governors do not suffer any detriment from people making repeated, persistent and unreasonable complaints.
- 2.7 This procedure is not designed to address violent or threatening behaviour which requires an urgent and often immediate response. Please see the Managing Aggressive Behaviour from Parents/Visitors procedure.

3. Defining vexatious correspondence or complaints

3.1 Vexatious complaints are defined as:

- 3.1.1 any action or complaint that is brought or made without sufficient grounds for winning, purely, or where the main purpose is, to cause annoyance to the School and can be characterised as behaviour which may be described as obsessive, persistent, harassing, repetitious, aggressive or intimidating, which might include:
- (a) displays and insistence on pursuing spurious and unmeritorious issues and/or unrealistic outcomes beyond reason;
 - (b) displays and insistence upon pursuing meritorious complaints or issues in an unreasonable manner;
 - (c) a “scatter gun” approach, with copies of letters being sent to several recipients on a regular basis (e.g. Ofsted, the media, MPs, Secretary of State for Education, etc);
 - (d) repeated or frequent requests amounting to a campaign;
 - (e) repeated and/or frequent requests for information, whether or not those requests are made under the access to information legislation;
 - (f) refusal by complainant to specify the grounds of a complaint;
 - (g) refusal by complainant to co-operate with the complaints process, yet still wanting their complaint to be resolved;
 - (h) refusal to accept that issues raised are not within the remit of the complaints procedure;
 - (i) insistence that the complaint be dealt with in ways which are incompatible with the complaints procedure;
 - (j) behaving in an abusive, aggressive or threatening way towards a member of the school community;
 - (k) making apparently groundless complaints about the member of staff/governor dealing with the complaint and seeking to have those staff removed/replaced; and
 - (l) changing the basis of the complaint as the investigation proceeds and/or denying statements made at an earlier stage.

4. Procedure

- 4.1 Where the complaint is identified by the Principal or Chair of Governors as being vexatious, the Principal or Chair of Governors, as may be appropriate, will determine what action to take.
- 4.2 The Clerk to the Governors will implement such action on instruction from the Principal or Chair of Governors, as the case may be, and will notify the vexatious complainant, in writing, of the reasons why their complaint has been classified as vexatious and what action will be taken.

Approved	November 2019
Statutory Policy	No
Review Period	Three years
Next Review	November 2022
SLT Link	Jason Tudor