



Dulwich Prep & Senior

PARENTAL COMPLAINTS POLICY AND PROCEDURE

This is a whole school policy that applies to all sections of the School, including Early Years.



Person responsible for this policy:

Head Master

This policy was approved in:

October 2024

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COMPLAINTS POLICY AND PROCEDURE

1. INTRODUCTION

- 1.1. The School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. Nevertheless, the School believes that regular feedback is an important aspect of school improvement and raising standards. Pupils, parents, and staff are encouraged to share their views and opinions. Feedback will be actively sought from pupils (through the School Council and weekly pupil surveys) and parents (through informal and formal meetings and with the Parent Panel) in order to maintain good practice, be reflective and maximise accountability.
- 1.2. A complaint is any matter about which a parent at the School is unhappy and seeks action by the School. All concerns and complaints will be treated seriously and confidentially.
- 1.3. The School is here for your child and you can be assured that your child will not be penalised for a complaint that you or your child raises in good faith.
- 1.4. All parental complaints will be dealt with by the School in accordance with this Parental Complaints Policy and Procedure.
- 1.5. The School will be mindful of its obligations under the Equality Act 2010 in the application of this policy.

2. WHO MAY USE THIS POLICY?

- 2.1. This policy is applicable to the parents of all current registered pupils, including those in the Early Years Foundation Stage (**EYFS**). "Parent(s)" means the holder(s) of parental responsibility for a current pupil about whom the complaint relates.
- 2.2. Although this policy is made available to parents of prospective pupils, it is not available for use by them; it may only be used by parents of current pupils.
- 2.3. This policy may also be used by pupils who are flexi-boarding to raise complaints about the boarding provision.
- 2.4. Complaints by parents of former pupils will be dealt with under this Complaints Procedure only if the complaint was initially raised when the pupil to whom the complaint relates was still registered as a pupil at the School. The only exception to this is if the complaint is a review of a decision taken by the Head Master to exclude or require the removal of a pupil under clause 8 of the School's Contract for Educational Services in which case such a review must be requested by no later than 5 working days from the date of the decision to exclude or require the removal of a pupil. Please refer to paragraph 6 below for further information regarding exclusion or required removal appeals.

3. TIMESCALES

- 3.1. All complaints will be handled seriously, sensitively and within clear and reasonable timescales.
- 3.2. Complaints must be raised as soon as reasonably practicable, and in any event within 3 months from the date of the relevant issue. Any complaints raised after this date will only be considered if there are exceptional circumstances which had, in the opinion of the School, impeded the parent from taking action.
- 3.3. Please note that for the purposes of this procedure, working days refers to weekdays (Monday to Friday) during term time, excluding bank holidays and INSET days. This means that during School holidays it may take longer to resolve a complaint although the School will do what is reasonably practicable to avoid any undue delay. It may also take longer to resolve a complaint for other reasons, for example due to periods of significant disruption to School life, as a consequence of unavoidable staff absence, or due to the complexities of a complaint. Any deviation from the normal timescale for resolving a complaint during term time will only occur on an exceptional basis, and the School will take all reasonable steps to limit any such delay and will notify the parent and inform them of the new timescales as soon as possible.
- 3.4. Complaints that are raised outside of term time will usually be deemed to have been received on the first working day after receipt. It should not be expected that concerns or complaints are managed outside of term time.
- 3.5. In this Policy, if something has to happen “within x working days” of a notice or document being received, the day the notice or document is actually received shall be “**Day Zero**”. Any calculation of a number of working days after Day Zero shall start on the following working day.

4. COMPLAINTS RELATING TO THE EYFS REQUIREMENTS

The Statutory Framework for the EYFS sets the standards for promoting the learning, development and safety of children from birth to five years. In order to comply with the EYFS Statutory Framework, written concerns or complaints *relating to the fulfilment of the EYFS requirements* will be dealt with in accordance with the process set out in **Appendix 5**.

5. ALL OTHER COMPLAINTS RELATED TO SCHOOL

- 5.1. The School's policy allows for complaints to be considered at three stages:
Stage 1: informal resolution. Further details of this procedure are set out in **Appendix 1**.
Stage 2: a formal complaint in writing. Further details of this procedure are set out in **Appendix 2**.

Stage 3: reference to a complaints panel. Further details of this procedure are set out in **Appendix 3**.

- 5.2. A summary of this three stage process is included in **Appendix 4**.
- 5.3. Without prejudice to the School's obligations to consider complaints in accordance with this policy, the School may, at any time, attempt to de-escalate or resolve the complaint informally.

6. SUSPENSION, EXCLUSION OR REQUIRED REMOVAL APPEALS

Any complaint regarding a decision taken by the Head Master to suspend, exclude or require the removal of the pupil under clause 8 of the School's Contract for Educational Services will be governed by Stage 2 of the School's Complaints Procedure. As it is a complaint against a *decision made* by the Head Master, it will be deemed to be a complaint *against* the Head Master and will accordingly be dealt with under paragraph 4 of Appendix 2 below ("Complaint against the Head Master"). The decision under Stage 2 will be final, and there will be no further right of appeal under Stage 3 of this procedure.

7. EXPECTED STANDARDS OF BEHAVIOUR AND CONFIDENTIALITY

- 7.1. The School is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. The School will not normally limit the contact complainants have with the School. However, the School does not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening. The School has adopted the Department for Education's "Model policy for managing serial and unreasonable complaints" attached at **Appendix 6**.
- 7.2. If a parent wishes to contact a Governor, they should do so via the Clerk to the Governors. Parents should not try to contact Governors directly.
- 7.3. All correspondence, statements, reports and records relating to complaints will be kept strictly private and confidential by parents and may not be shared by them with third parties, in whole or in part. No notes, other records or oral statements relating to the complaint, or any matter discussed in or arising from the Complaints Procedure, may be disclosed by parents or otherwise made available directly or indirectly by them to third parties or published in the press or on social media.

8. REPETITIOUS OR VEXATIOUS COMPLAINTS

The School will do its utmost to be helpful to people who make contact with a complaint, concern or request for information. However, there may be occasions when, despite all stages of the complaints procedure having been followed, the complainant remains dissatisfied and a resolution cannot be reached. If a complainant attempts to re-open the same issue, the School will inform them in writing that the procedure has been completed and that the matter is now closed. If the complainant

contacts the School again on the same issue, the correspondence may then be viewed as 'serial', 'persistent' or 'vexatious' and the School may choose not to respond. The application of a 'serial,' persistent' or 'vexatious' designation for a complaint will be against the subject of the complaint rather than the complainant themselves.

9. PROCESSING DATA AND RECORD KEEPING BY THE SCHOOL

9.1. The School processes data in accordance with its Privacy Notice (available on the School's website). When dealing with complaints, the School (including any Panel member appointed under the Stage 3 process) may process a range of information, which is likely to include the following:

- date when the issue was raised;
- name of parent;
- name of pupil;
- description of the issue;
- records of the investigations (if appropriate);
- witness statements (if appropriate);
- name and contact details of member(s) of staff / Governors handling the issue at each stage;
- copies of all correspondence on the issue (including emails and records of phone conversations);
- notes and minutes of a hearing; and
- the Panel's written decision.

9.2. All data will be processed in accordance with the School's Data Protection Policy. This may include 'special category personal data' (as further detailed in the School's Privacy Notice and Data Protection Policy, but potentially including, for instance, information relating to special educational needs, or physical and mental health) where this is necessary owing to the nature of the complaint.

9.3. The School will keep complaint records as required by law and regulation. It will do so in accordance with its Privacy Notice and Data Protection Policy. Following resolution of a complaint, the School will keep a written record of all formal complaints, whether they are resolved at the formal stage (Stage 2) or proceed to a Panel hearing (Stage 3), and whether they relate to the School's flexi-boarding provision. A written record is also kept of any actions taken by the School as a result of the complaints, regardless of whether the complaint is upheld.

9.4. Correspondence, statements and records (the **Records**) relating to individual complaints will be kept strictly confidential by the School except where:

- 9.4.1. the Secretary of State or a body conducting an inspection under section 108 or 109 of the Education and Skills Act 2008 requests access to the Records;
 - 9.4.2. the School needs to disclose the Records to its professional advisors, third parties or Panel members to enable it to comply with its obligations under this policy; or
 - 9.4.3. there is a legal, regulatory, safeguarding or data protection obligation (e.g. in response to a subject access request) which prevails over the requirement to maintain the Records as confidential.
- 9.5. The record of complaint is kept for at least 7 years and may be kept for longer if there is a safeguarding aspect to the complaint.

10. PUBLICATION AND AVAILABILITY

- 10.1. This policy is available on the School's website and upon request from the Clerk to the Governors.
- 10.2. This policy can be made available in large print or other accessible format if required and the School will make other reasonable adjustments required to enable complainants to access and complete this procedure, such as holding meetings in accessible locations.
- 10.3. In accordance with paragraph 32(1) of Schedule 1 to the Education (Independent School Standards) Regulations 2014, the School will also make available, on request, to Ofsted, the Department for Education (DfE) or the Independent Schools Inspectorate (ISI), details of this Complaints Procedure and the number of complaints registered under the formal procedure during the preceding school year.
- 10.4. The number of complaints registered under the formal procedure during the preceding school year is available on request from the Clerk to the Governors. The School is not able to disclose the nature of, or details around, any complaints.

APPENDIX 1: Stage 1 – Informal Resolution

1. Who to contact

- 1.1. It is always possible for a complaint to be made and considered initially on an informal basis. It is hoped that most complaints and concerns will be resolved quickly and informally.
- 1.2. If the complaint relates to the Head Master, please refer to paragraph 2 below.
- 1.3. All other complaints will normally be dealt with in the first instance by the member of staff listed in the table below:

Area of responsibility	Member of staff to contact
Nursery and Reception	Head of Early Years
Years 1, 2 and 3	Head of Pre-Prep
Years 4, 5 and 6	Head of Lower School
Years 7 and 8	Head of Middle School
Years 9, 10 and 11	Head of Upper School
Safeguarding and Child Protection issues	Designated Safeguarding Lead
Special Educational Needs and Disability	SENDCo
Catering, Facilities, Grounds, Health & Safety, Fire Procedures, Critical Incident, Support Staff	Bursar

- 1.4. If you are in any doubt over whom to contact, or if the complaint is against the named individual above, then please speak to the Head Master. The Head Master will either review the complaint herself or allocate an appropriate member of staff to do so instead.
- 1.5. The individual reviewing the complaint will make a written record of any concerns and complaints and the date on which they were received. Wherever appropriate, the School will ask the parent at the earliest stage what they think might resolve the issue.
- 1.6. If a complaint cannot be resolved informally within 15 working days of the School receiving the complaint, or if the individual reviewing the complaint and the parent fail to reach a satisfactory resolution, then the parents should proceed with their complaint in accordance with Stage 2 of this Complaints Procedure.

2. Complaint against the Head Master

- 2.1. If the complaint is against the Head Master, please speak to the Clerk to the Governors who will notify the Chair of Governors. The Chair of Governors will either review the complaint herself or allocate a Governor to do so instead (the **Designated Governor**).
- 2.2. The Designated Governor will make a written record of any concerns and complaints and the date on which they were received. Wherever appropriate, the Designated Governor will ask the parent at the earliest stage what they think might resolve the issue.

- 2.3. If a complaint cannot be resolved informally within 15 working days of the School receiving the complaint, or if the Designated Governor and the parent fail to reach a satisfactory resolution, then the parents should proceed with their complaint in accordance with Stage 2 of this Complaints Procedure.

APPENDIX 2: Stage 2 - Formal Resolution

1. How to make a formal complaint

- 1.1. Complaints will usually only progress to Stage 2 after first being considered at Stage 1 and only then if the parent indicates that they intend to escalate the matter to Stage 2.
- 1.2. If the complaint relates to the Head Master, please refer to paragraph 4 below.
- 1.3. In all other cases, if the complaint cannot be resolved on an informal basis then the parents should put their complaint in writing to the Head Master. Parents should include the following:
 - (i) full details of the specific concern;
 - (ii) name of the child to which the concern relates;
 - (iii) the length of time the concern has been an issue, including any relevant dates;
 - (iv) the steps taken to discuss / resolve the concern with the School; and
 - (v) the outcome they are seeking.
- 1.4. The Head Master will decide, after considering the complaint, the appropriate course of action to take. The Head Master will either review the complaint herself or allocate one or more appropriate members of staff or a third party to do so instead (the **Nominated Member(s) of Staff**).
- 1.5. The School will acknowledge receipt of the complaint within 3 working days of the School receiving the Stage 2 complaint.

2. Investigation

- 2.1. In most cases, the Nominated Member(s) of Staff will investigate the complaint and will meet or speak to the parents to discuss the matter within 10 working days of the School receiving the Stage 2 complaint. If possible, a resolution will be reached at this stage.
- 2.2. It may be necessary for the Nominated Member(s) of Staff to carry out further investigations. These investigations may be carried out by a third party.

3. Decision

Once the Nominated Member(s) of Staff are satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. The Nominated Member(s) of Staff will also give reasons for their decision. Wherever reasonably practicable, the Nominated Member(s) of Staff will make their decision and provide the parents with reasons within 15 working days of the School receiving the Stage 2 complaint (although additional time may be required if it is necessary to carry out further investigations following the meeting with the parents, or if the meeting with parents has been delayed).

4. Complaint against the Head Master

- 4.1. If the complaint relates to the Head Master, the complaint should be made in writing to the Clerk to the Governors. The Clerk to the Governors will notify the Chair of Governors, and will acknowledge receipt of the complaint within 3 working days of the School receiving the complaint. If the complaint concerns a safeguarding matter, the Safeguarding Governor will also normally be informed.
- 4.2. Parents should include the following in their written complaint:
 - (i) full details of the specific concern;
 - (ii) name of the child to which the concern relates;
 - (iii) the length of time the concern has been an issue, including any relevant dates;
 - (iv) the steps taken to discuss / resolve the concern with the School; and
 - (v) the outcome they are seeking.
- 4.3. The Chair of Governors will appoint one or more Governors or a third party to investigate the complaint (the **Nominated Governor(s)**). For the avoidance of doubt, the Nominated Governor(s) will be different from any individuals who reviewed the complaint during Stage 1.
- 4.4. The Nominated Governor(s) will call for a full report from the Head Master and for copies of the relevant documents. In most cases, the Nominated Governor(s) will investigate the complaint and will meet or speak to the parents to discuss the matter within 10 working days of the School receiving the Stage 2 complaint. If possible, a resolution will be reached at this stage.
- 4.5. It may be necessary for the Nominated Governor(s) to carry out further investigations.
- 4.6. Once the Nominated Governor(s) are satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision in writing. The Nominated Governor(s) will give reasons for their decision. Wherever reasonably practicable, the Nominated Governor(s) will make their decision and provide the parents with reasons within 15 working days of the School receiving the Stage 2 complaint (although additional time may be required if it is necessary to carry out further investigations following the meeting with the parents, or if the meeting with parents has been delayed).

5. Next steps

- 5.1. If the parents are not satisfied with the decision, they should proceed to Stage 3 of this procedure, which is to have the complaint heard before a Panel appointed by the Chair of Governors.

- 5.2. As further detailed in paragraph 1 of Appendix 3, parents must set out their request for a Panel hearing within 7 working days of notification of the Stage 2 decision. If no request is made within this timeframe, the School will consider the complaint resolved.
- 5.3. As further detailed in paragraph 6 of the Complaints Policy and Procedure, any Stage 2 decision regarding a complaint against a decision taken by the Head Master to suspend, exclude or require the removal of the pupil under clause 8 of the School's Contract for Educational Services will be final, and there will be no further right of appeal under Stage 3 of this procedure.

APPENDIX 3: Stage 3 – Panel Hearing

1. How to request a Panel hearing

- 1.1. If the parents are not satisfied with the response to the complaint as dealt with at Stage 2, they can request a complaint Panel hearing in accordance with Stage 3 of this Complaints Policy and Procedure.
- 1.2. A Stage 3 Panel hearing will usually only be considered if the procedure at Stage 2 has been completed.
- 1.3. A Stage 3 Panel hearing is a hearing to review those elements of the decisions made at Stage 2 about which the parent remains dissatisfied. The Panel is not obliged to consider any new complaints at this stage.
- 1.4. A request for a Stage 3 Panel hearing must be made in writing to the Clerk to the Governors as soon as possible and in any event within 7 working days of the decision at Stage 2 being notified to them.
- 1.5. In this email / letter, the parents should set out:
 - (i) their request for a panel hearing;
 - (ii) their grounds of appeal;
 - (iii) the outcome they are seeking; and
 - (iv) any supporting evidence upon which they wish to rely.
- 1.6. If the parents are unable to invoke Stage 3 within the time period stipulated above due to extenuating circumstances that have impeded them from taking action, the parents should request an extension in writing. Such a request should be made to the Clerk to the Governors in advance of the original deadline, setting out the further time period requested and the reason for this. Any such request will be considered by the School.
- 1.7. The Clerk to the Governors will:
 - (i) notify the Chair of Governors within 7 working days of receipt of the Stage 3 letter of complaint; and
 - (ii) schedule a Stage 3 Panel hearing to take place within 21 working days of the Chair of the Governors being notified by the Clerk to the Governors (the **Panel Hearing**) (although additional time may be required if it is necessary to carry out further investigations, or to accommodate the schedules of the parents or the Panel).

2. Composition of the Panel

- 2.1. The Chair of Governors will appoint a Panel that will consider the complaint. The Panel will always consist of at least three people who were not directly involved in the matters detailed in the complaint, including one person who is independent of the management

and running of the School. The Chair of the Governors will appoint one Panel member to act as the Chair of the Panel. The Panel Hearing may take place remotely if required by the School.

3. The Bundle

- 3.1. The Clerk to the Governors will collate a pack of documents relevant to the complaint, to include those documents submitted by parents and any submitted by the School, and will circulate to all parties at least 5 working days prior to the Panel Hearing. The documents may need to be redacted for data protection reasons, for instance where there is third-party data, and there may be instances, such as where there are safeguarding concerns, where documents may be shared confidentially with the Panel only.
- 3.2. If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the Panel Hearing or further investigation be carried out. Copies of such particulars shall be supplied to all parties not later than 5 working days prior to the Panel Hearing (or 3 working days if requested after receipt of the full pack of documents).

4. Attendance at the Panel Hearing

- 4.1. The parents may attend and, subject to paragraph 4.3 below, may be accompanied at the Panel Hearing by one other person if they wish. This may be a relative, teacher or friend. The parents should notify the Clerk to the Governors at least 3 working days in advance of the Panel Hearing of the name and occupation of an accompanying person (if relevant). If the Panel Hearing is taking place remotely, it will also be necessary to provide relevant contact details in order to enable them to attend.
- 4.2. If the Head Master, the Stage 2 decision-maker or another nominee of School, attends the Panel Hearing, they shall also be entitled to be accompanied by one other person.
- 4.3. Neither the School nor the parents will be legally represented. The Panel Hearing is not a court case, it will be held in private, and will be as informal as circumstances allow. The Panel Hearing is a non-legal forum: Panel members are not legally trained and therefore cannot make findings as to points of law.

5. The Panel Hearing

- 5.1. The manner in which the Panel Hearing is conducted shall be at the discretion of the Panel.
- 5.2. Unless the Chair of the Panel has received a written request in advance of the hearing for it to be recorded, and has provided his/her express written permission to do so, any recording of the Panel Hearing is prohibited.
- 5.3. The Panel may ask for a note taker (e.g. a member of the School's administrative team) to be present during the Panel Hearing to take notes of the proceedings. Any such notes are not intended to be a verbatim transcript, and are simply for the benefit of the Panel,

so that they can focus on listening to the parents' concerns. All present at the Panel Hearing will be also entitled, should they wish, to write their own notes for reference purposes.

- 5.4. All those present are expected to show courtesy, restraint and good manners. If any person fails to do so and after due warning, the Panel Hearing may be adjourned or terminated at the discretion of the Chair of the Panel.
- 5.5. If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out, and may undertake any such further investigation, and ask for any such further information as it considers necessary, in order to be able to reach a finding in respect of the complaint.

6. Decision

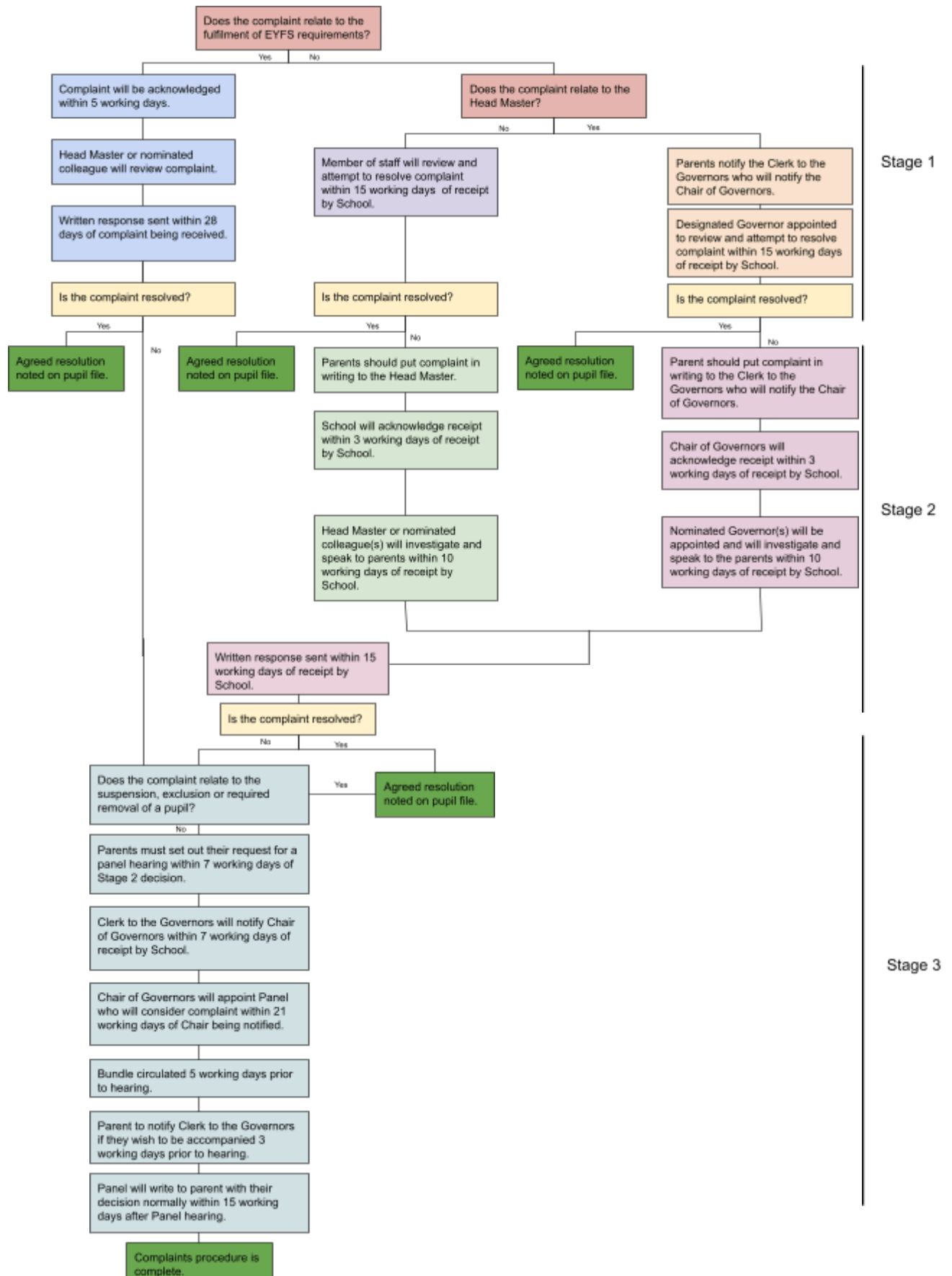
- 6.1. After due consideration of the merits of the complaint and all facts they consider relevant, the Panel will make findings as to whether or not the Stage 2 decision was a reasonable one and decide whether to:
 - dismiss the complaint(s) in whole or in part;
 - uphold the complaint(s) in whole or in part; and
 - make recommendations.
- 6.2. It is not within the role and remit of the Panel to order either (i) a financial award (i.e. a refund of fees or a claim for compensation); or (ii) reinstatement of a pupil who has left the School. The Panel may, however, make a recommendation to the School should they feel that this is an appropriate outcome after consideration of the complaint.
- 6.3. The Panel will write to the parents informing them of its decision on the complaint and the reasons for it, normally within 15 working days after the Panel Hearing although additional time may be required if it is necessary to carry out further investigations following the Panel Hearing. If additional time is required, this will be notified to the parents.
- 6.4. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, the Chair of the Governors, the Head Master, the Stage 2 decision-maker and, where thought relevant by the Chair of the Governors and the Head Master, the person complained about. A copy of the Panel's findings and recommendations will also be made available for inspection by the Board of Governors.

7. Next steps

- 7.1. The Panel forms the final stage of the School's internal Complaints Procedure and the decision of the Panel is final. There will be no further opportunity within the School for consideration of the complaint.

- 7.2. The School will ensure that the Panel decision is recorded appropriately and that any recommendations made in the course of a complaint are properly considered and actioned as appropriate.

APPENDIX 4: Summary of Complaints Procedure



APPENDIX 5: Complaints Relating to the EYFS Requirements

In order to comply with the EYFS Statutory Framework, written concerns or complaints relating to the fulfilment of the EYFS requirements will be dealt with in accordance with the following process:

- The written concern/complaint will be acknowledged within 5 working days.
- The Head Master will either review the complaint herself or allocate an appropriate member of staff to do so instead. The Head Master or nominated colleague will investigate the concern or complaint which may include meeting with the parent(s) and the Head of Early Years. A written response notifying the parent(s) of the outcome of the investigation will be sent within 28 days of the complaint being received.
- Where the parent(s) remains dissatisfied, the parent(s) can request a complaints Panel in accordance with Stage 3 of this policy. The parent(s) must set out their request for a Panel hearing within 7 working days of the outcome of the investigation referred to above being notified to them, as further detailed in paragraph 1 of Appendix 3 above. If no request is made within this timeframe, the School will consider the complaint resolved.

The School will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints (and their outcome) will be kept in accordance with its Privacy Notice. Parents may complain directly to Ofsted or to ISI if they believe the provider is not meeting the EYFS requirements. The contact details are as follows:

Ofsted: Piccadilly Gate, Store Street, Manchester M1 2WD
(telephone: 0300 123 1231, email: enquiries@ofsted.gov.uk)

ISI: CAP House, 9-12 Long Lane, London EC1A 9HA
(telephone: 020 7600 0100, email: concerns@isi.net)

APPENDIX 6: Department for Education's Model Policy for Managing Serial and Unreasonable Complaints

The School defines unreasonable behaviour as that which hinders the School's 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 cooperate 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 Complaints Procedure has been fully and properly implemented and completed;
- 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 or 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; or
- 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 Head Master, Chair of Governors or Safeguarding Governor will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the Head Master will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact the School causing a significant level of disruption, the School 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, the School will immediately inform the police and communicate the School's actions in writing. This may include barring an individual from the School.