



Persistent & Vexatious Complaints Policy

Review Date: May 2025

Date of next review: May 2027

Adopted by the Governing Body on: 19th May 2025

Review

The governing body reviews this policy every two years. The governors may, however, review the policy earlier than this, if the government introduces new regulations, or if the governing body receives recommendations on how the policy might be improved.

VERIFICATION CERTIFICATE

Document Title:	Persistent & Vexatious Complaint Policy
Issue:	1
Reviewer:	Maria Miles
Position:	Headteacher
Signature:	
Date:	13 th May 2025
Approver: (on behalf of the Governing Body)	Nic Dowler
Position:	Chair of Governors
Signature:	<i>N. Dowler</i>
Date:	19 th May 2025

DOCUMENT ISSUE/AMENDMENT HISTORY

Issue	Date	Amendment
1	19 May 20205	Policy Introduced

DEFINITIONS:

Persistent: Repeated complaints about the same issue, even after the issue has been addressed or the complainant has been informed that the complaints procedure has been exhausted.

Vexatious: Behaviour that is designed to cause annoyance, disruption, or harm, such as making groundless complaints, refusing to cooperate, or making abusive or threatening statements either in writing or verbally.

1.0 Introduction & Statement of Intent

Cirencester Primary School encourages close links with parents and the local community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards school staff, parents and other adults.

Our school expects and requires its staff to behave professionally in these difficult situations and they will attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of violence and abuse and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards school staff and other adults.

This policy outlines the steps that will be taken where behaviour is unacceptable.

2.0 Our Assurances to You

Listed below are types of behaviour that are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting at school staff or other adults, either in person or over the telephone.
- Physically intimidating or striking a member of staff or parent.
- The use of aggressive hand gestures.
- Verbally threatening school staff and parents.
- Threatening or intimidating behaviour towards other parents or children.
- Shaking or holding a fist towards another person.
- Swearing at a member of school staff or other adults.
- Using foul or abusive language in telephone calls.
- Pushing.
- Hitting, slapping, punching or kicking a member of staff or parent.
- Spitting.
- Making derogatory comments on social media platforms about the school or an individual within the school.
- Making racist or sexist comments.

Unacceptable behaviour will result in The Governors, the Local Authority and the Police being informed of the incident.

3.0 Procedures to be taken in the event of an incident.

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff or other adults (including Governors, volunteers and other parents) or a child, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where possible, staff will receive support in engaging with difficult parents before a sanction or a ban from the school premises is implemented. Where all procedures have been exhausted, and the aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher from the school premises for a period of time determined by the Headteacher.

Please also note that the school will inform the police if any member of staff or other adult is struck or hit.

Prior to being banned the following steps will be taken:

- The parent/carer will be informed, in writing by special / recorded delivery, that s/he is at risk of being banned from the premises if the unacceptable behaviour re-occurs or is continued.

If a ban is put into place:

- The parent/carer is informed, in writing by special/recorded delivery, that they are banned from the premises.
- If the ban is breached, advice will be sought from the police and an injunction application may follow.
- Where an assault has led to a ban, a report relating to that the matter will be made to the Local Authority and the Police.
- The Chair of Governors will be informed of the ban.
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be made.

4.0 Conclusion.

The school and Governors will take a zero tolerance to verbal and physical intimidation in any form.

The Governors and the Local Authority will take action where behaviour is unacceptable or serious and breaches the school's Home School Agreement or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Police, the Local Authority's Education, Health and Safety and Legal Departments, to ensure fairness and consistency.