

The Marlborough Science Academy	
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Author:	Ms. A. Thomson
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September 2026		

Other policies/procedures linked to this policy:

- Marlborough Complaints Procedure
- Behaviour policy

The Marlborough Science Academy

‘Shaping Futures ‘

Policy for Managing Serial and Unreasonable Complaints

At Marlborough we are committed to dealing with all complaints fairly and impartially. We are also committed to dealing with any issues within the realms of our school values. It is our intention to provide a higher quality service to anyone who complains either formally or informally, it would be our intention also to communicate as efficiently and as effectively as is possible within the scope of our communications pledge or in line with our formal procedures policy.

As you would imagine we do not expect any staff working at the Marlborough Science Academy in any role to tolerate unacceptable behaviour that could constitute harassment – repeated behaviour that makes a person feel scared, distressed or threatened. We will take action to protect staff from that behaviour including that which is abusive, offensive or deemed threatening. Please also be mindful that complaints made about the behaviour of parents/ students outside of school time will only be dealt with if they fall within the constraints of our behaviour policy. Incidents occurring over a weekend are not the school’s responsibility.

Marlborough defines unreasonable behaviour of that which hinders our 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 co-operate with the complaint’s investigation process.
- Refuses to accept that certain issues are not within the scope of the complaint’s procedure.
- Insists on the complaint being dealt with in ways which are incompatible with the complaint’s 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 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 and complicated contact with staff regarding the complaint in person, in writing, by email and 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.
- 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 their 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 headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' status.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Marlborough causing a significant level of disruption, we 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 incidents of aggression or violence, we will immediately inform the police and communicate our actions in writing. This would include barring an individual from Marlborough and limiting contact without compromising the education of a son/ daughter.