

# Lever House Primary School



## **Vexatious Complaints Policy**

March 2026

# Vexatious Complaints Policy – Primary School (Full Version)

Approved by: HT/FGB

Date: March 2026

Review Date: March 2027

## 1. Introduction

At Lever House Primary School, we are committed to providing a high-quality service to all members of our school community. We value constructive feedback and take all complaints seriously. However, there are rare occasions where individuals act in a manner that is unreasonable or abusive, which can hinder the school's ability to function effectively. This policy outlines how the school will manage complaints deemed vexatious or persistent.

## 2. Purpose of the Policy

The aim of this policy is to:

- Outline what constitutes a vexatious or unreasonable complaint.
- Protect staff from harassment, abuse, or unreasonable demands.
- Ensure that all genuine complaints are addressed fairly and efficiently.
- Define the steps the school may take when dealing with such complaints.

## 3. Scope

This policy applies to any individual who raises concerns or complaints with the school, whether in person, by phone, email, letter, or via social media. It includes complaints made by parents, carers, or members of the public.

## 4. Definition of Vexatious Complaints

A complaint may be deemed vexatious or unreasonable when it:

- Lacks any serious purpose or value.
- Is designed to cause disruption or annoyance.
- Is obsessive, persistent, harassing, or repetitive.
- Insists on pursuing unmeritorious complaints despite clear outcomes.
- Makes unreasonable demands on staff time or resources.
- Uses abusive, threatening, or offensive language.
- Refuses to accept documented evidence or repeated explanations.

## 5. Managing Vexatious Behaviour

Before labelling a complaint as vexatious, the school will ensure that:

- The complaint has been fully investigated.

- All responses and evidence have been clearly communicated.
- The complainant has been given an opportunity to clarify or revise their concerns.

If the behaviour continues, the school may:

- Issue a written warning.
- Restrict communication to specific channels (e.g., email only).
- Designate a single point of contact.
- Decline to respond to repetitive or clearly unreasonable complaints.
- Ban the individual from school premises if necessary.
- Involve external agencies, such as the local authority or police, if appropriate.

## **6. Communication Restrictions**

When restrictions are applied, the individual will be informed in writing of:

- The decision and reasons for it.
- The nature of the restriction (e.g., only written communication).
- How long the restriction will remain in place.
- The review process and how to appeal.

## **7. Appeal Process**

The complainant has the right to appeal the decision to classify their complaint or behaviour as vexatious. Appeals should be made in writing to the Chair of Governors within 10 working days of notification.

## **8. Safeguarding and Legal Considerations**

The school has a duty to safeguard staff and pupils. Any complaint or behaviour that involves threats, abuse, or harassment may be referred to external authorities, including the police. Records will be maintained in accordance with data protection and safeguarding policies.

## **9. Monitoring and Review**

This policy will be reviewed annually by the governing body or sooner if there are changes in legal or regulatory requirements.

## **10. Related Policies**

This policy should be read in conjunction with:

- Complaints Policy
- Parental Conduct Policy
- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Behaviour and Anti-Bullying Policies

Signed:

Headteacher: Emma Cooper

Chair of Governors: Julia Moore

Date: February 2026