Federation of St Charles and St Mary's Catholic Primary Schools

MANAGING SERIAL AND UNREASONABLE COMPLAINTS POLICY

Approved by:	Governing Body
Last reviewed on:	Autumn Term 2026
Next review due by:	Autumn Term 2028

The Federation of St Charles and St Mary's Catholic Primary Schools
Vision and Values

Together in faith, we love and learn

The Federation of St Charles and St Mary's is a welcoming and nurturing community where every child, family, and staff member is valued and supported. We embrace and celebrate the richness of our diverse backgrounds, fostering a sense of belonging for all—those of all faiths and those with no religious belief. Within this inclusive environment, we are guided by a distinctive Catholic ethos that shapes our shared values:

- Respect
- Inclusion
- Aspiration
- Responsibility
- Harmony.

We respect and value the cultural diversity of our community, in which everyone works together in harmony to uphold the dignity of each individual. We provide high standards of education, a love of learning and pastoral care, all guided by the Gospel values. Recognising parents as the first educators, we work in partnership with our families to create an inclusive environment where everyone feels happy, safe, and valued and each child flourishes and achieves success.

Our Federation aims to:

- Put Christ at the heart of all that we do;
- Work in partnership with families, the parish and the wider community to ensure all children fulfil their full potential academically, spiritually, socially and morally and to develop children's unique talents;
- Provide a high quality, fully inclusive education for all pupils across the curriculum that builds independence and responsibility;
- Foster a culture where children are enabled to build self-esteem and positive relationships with those around them, together with a respect for the values, beliefs and feelings of others and where they feel safe, valued and loved;
- Ensure all children are well-prepared for the next stage of education and beyond so they can become respectful citizens contributing to the common good and serving others;

- ∉ Foster environmental stewardship and empower our children to take action to care for and protect our planet, now and for the future;
- ∉ Support children to deepen their faith, developing their relationship with God and others.

We deliver a carefully designed, aspirational curriculum that promotes curiosity, confidence, and resilience, enabling children to take responsibility for their own learning. Children engage in all subjects both academic and creative with daily reflection reinforcing their personal growth. We carefully plan for progression for each child, enabling them to become skilled learners in a wide range of disciplines.
Together, we remain dedicated to providing a nurturing, faith-filled, and aspirational environment, instilling confidence, purpose, and belief in every child as they embark on their educational journey
and beyond.

The Federation of St Charles and St Mary's is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with our Federation. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive, or threatening.

The Federation of St Charles and St Mary's defines unreasonable behaviour as 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 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 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 Federation 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 Executive Head teacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable'* marking.

If the behaviour continues, the Executive Head teacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact The Federation of St Charles and St Mary's 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 incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from The Federation of St Charles and St Mary's.

BARRING FROM SCHOOL PREMISES

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. The Executive Head teacher and governing bodies need to ensure they remain a safe place for pupils, staff, and other members of their community.

If an individual's behaviour is a cause for concern, the Head of School or Executive Head teacher can ask them to leave school premises. In some cases, individuals can be barred from entering school premises. We will always give individuals the opportunity to express formally their views on a decision to bar them from the premises.

The Executive Headteacher's decision to bar will be reviewed by the Chair of Governors. The Chair will take into account any representations made by the individual and decide whether to confirm or lift the bar. If the decision is confirmed, the individual will be notified in writing, explaining:

- how long the bar will be in place
- when the decision will be reviewed

Once the Federation of St Charles and St Mary's appeal process has been completed, individuals who remain barred may be able to apply to the Courts for a review of the schools' decision. Individuals wishing to exercise this option should seek independent legal advice.