
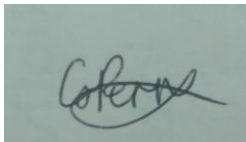


Persistent Complainants Procedure for Parsons Down Partnership

Headteacher	Sign & Date: April 2018 Uploaded to web-site April 2018	 DONNA SHAVE
Chair of Governing Board	Sign & Date: April 2018 Uploaded to web-site April 2018	GEORGINA PERRY 

Review schedule (this policy will be reviewed every 3 years)

Date	Description of any changes	Date approved by Governing Board
April 2018	Reviewed	April 2018

Persistent Complainants Procedure

Resolving and managing Persistent Complainants

1. The decision to apply the Persistent Complainants Procedure is not taken by one individual in isolation, as this would not be transparent.
2. When seeking to apply the procedure, guidance will be sought from the LA.

The Investigating Officer will ensure that each complaint has been thoroughly assessed to ensure no items are overlooked and all issues raised have been previously addressed.

The following process and criteria will be applied.

Making the Decision

It is for the Governing Board to determine who will make the decision to apply the Persistent Complainants Procedure.

Parsons Down Partnership Governing Board has decided that;

- Where the Complaint has gone through the formal Complaint Procedure, The Appeal Panel will make the decision as they will be aware for the details around the case.

-and-

- Where the Complainant has made repeated contact with the school, but is not engaging with formal process the decision will be made by the Headteacher and two members of the governing board. It is recommended that one of these should be a parent governor.

In making the decision to apply the Persistent Complainants Procedure the following will be considered and applied.

The answers to Section A will be '**YES**' in each case, with evidence provided to support the statements.

The case is strengthened if there is evidence to agree with **one or more** of the statements in Section B.

Section A

1. The school has taken every reasonable step to address the complainant's needs. **Yes/ No**
2. The complainant has been given a clear statement of the school's position and their options (if any). **Yes/No**
3. The complainant is contacting the school repeatedly, but making substantially the same points each time. **Yes/No**

Section B

One or more of the following statements can also be evidenced.

1. The school has reason to believe the individual is contacting them with the intention of causing disruption or inconvenience. (Evidence could include statements for example, in writing, email, text or by telephone call) **Yes/No**
2. The communications are often or always abusive or aggressive. This includes written and verbal communications. **Yes/No**
3. The complainant makes insulting personal comments about, or threats towards staff. **Yes/No**

Policy reviewed and agreed: April 2018

Policy to be reviewed: April 2021

.....
Chair of Governors