Vexatious Complaints Policy	
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Approved by - Governors	

'Empowering children through sustainable, diverse, arts-enriched education'

Vexatious Complaints Policy

Thornhill Primary School Vexatious Complaints Policy

Purpose

Thornhill Primary School aims to provide the highest standard of education and care for all its pupils. We welcome feedback and complaints as an essential part of our commitment to continuous improvement. However, occasionally, complaints may become vexatious, causing undue stress and disruption to the school community. This policy outlines how such complaints will be managed to ensure a fair and respectful environment for all.

Definition of Vexatious Complaints

A vexatious complaint is one that is unreasonable and persistent, characterised by at least one of the following:

- The complaint lacks any basis in fact.
- The complainant refuses to accept evidence that the complaint is unfounded.
- The complainant changes the basis of the complaint as the investigation proceeds.
- The complainant makes excessive demands on school resources.
- The complainant harasses, threatens, or abuses staff or other stakeholders.

Identifying Vexatious Complaints

Complaints may be deemed vexatious if they meet the criteria above and if:

- They have been previously investigated and addressed by the school.
- They are aimed at causing disruption rather than resolving an issue.
- They include false allegations or lack verifiable evidence.

Responding to Vexatious Complaints

When a complaint is identified as potentially vexatious:

- Initial Assessment: The Headteacher will review the complaint to determine if it is vexatious, considering the history and nature of the complaint.
- Communication: The complainant will be informed in writing that their complaint is being considered under the vexatious complaints policy. They will be given an opportunity to provide further information.
- Decision: If the complaint is deemed vexatious, the complainant will be notified in writing, detailing the reasons for this decision and the steps the school will take.

Managing Vexatious Complaints

If a complaint is deemed vexatious:

- Restricted Communication: The school may restrict the complainant's communication channels, such as designating a single point of contact or limiting the frequency of communication.
- Record Keeping: All correspondence and interactions regarding the complaint will be documented

and retained.
- No Further Action: The school may decide not to investigate further if the complaint has already been addressed.
- Legal Advice: In extreme cases, the school may seek legal advice to protect its staff and resources.

Rights and Responsibilities

Complainants: Even if a complaint is deemed vexatious, complainants have the right to be treated with respect and to receive a clear explanation of the school's decision.
Staff: Staff have the right to work in an environment free from harassment and unreasonable demands. They are responsible for ensuring that all complaints are initially addressed fairly and in accordance with the school's standard complaints procedure.

Conclusion

Thornhill Primary School is committed to handling all complaints fairly and respectfully. This policy ensures that while genuine concerns are addressed promptly, resources are protected from misuse, and the wellbeing of our school community is safeguarded.