

# Grazeley Parochial Primary School

“Be courageous. Be strong. Do everything in love.”

1 Corinthians 16 v13-14

We seek to create a loving community of courageous learners, building resilience and hope for the future based on a caring Christian foundation.

## COMPLAINTS POLICY

DATE OF LAST REVIEW :

June 2022

REVIEWED BY :

Headteacher and Chair of Governors

APPROVED BY:

Resources Committee

DATE OF NEXT REVIEW :

October 2024

## Policy: Complaints

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This policy may be used by anyone that has a concern or complaint about any aspect of the school. The procedures are designed to ensure that concerns are dealt with quickly, fully and fairly and, wherever possible, by informal means, providing effective responses and appropriate redress.

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### 1 Legal context

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From September 2003, governing bodies of all maintained schools and nursery schools in England are required, under Section 29 of the Education Act 2002, to have in place a clear and well communicated procedure under which complaints will be handled.

The School Standards and Framework Act 1998 provided an additional function of the governing body to establish procedures for dealing with complaints relating to the school, other than those covered by legislation and formal procedures elsewhere.

### 2 Who may complain?

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This policy can be used by anyone who has a concern or complaint about any aspect of the school. In the main this will mean the parents and carers of the schools' pupils but, may include parents and carers of pupils who are no longer at the school, neighbours of the school, or any other members of the community.

Every effort will be made to resolve all complaints that are received. Complaints will always be investigated so that the school can ensure that all statutory duties are being met and if not, address the issues raised and learn from them.

### 3 Aims and objectives of the policy

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This complaints policy aims to:

- Encourage the resolution of problems by informal means whenever possible;
- Ensure that concerns are dealt with quickly, fully and fairly and within clearly defined timescales;
- Provide effective responses and appropriate redress;
- Maintain good working relationships between all people involved with the school.

## 4 Concerns and Complaints

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DfE guidance defines a concern as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought”.

A complaint is generally recognised as “an expression or statement of dissatisfaction however made, about actions taken or a lack of action”.

As a school we have adopted these definitions and they will be used in conjunction with this policy.

## 5 Circumstances under which aspects of the procedure should be missed out

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There are three stages outlined in the complaints procedure:

- Stage 1 Referral to Headteacher
- Stage 2 Complaint referred to Chair of Governors
- Stage 3 Review by Governing Body Complaints Panel

The policy sets out the most suitable and effective process for dealing with the majority of complaints which are not covered by alternative procedures. In most cases, any concern or complaint, regardless of whose attention it is initially brought to, should be discussed informally before being escalated to any of the following formal stages.

In some cases it may be deemed inappropriate for individuals to discuss their concerns informally and, as such, complainants may be directed to contact the headteacher directly – eg, begin at stage 1.

Complainants may also choose to contact the headteacher directly of their own accord. In these instances, it will be at the headteacher’s discretion as to whether it is appropriate for the complainant to discuss the matter informally before invoking the formal complaint procedure at stage 1.

In all instances where a complaint is about the schools headteacher directly, stage 1 will be bypassed and the formal complaints procedure will begin at stage 2.

If any complaints about the school are brought to the attention of Wokingham Borough Council, complainants will be advised to contact the school and to follow the procedures set out in the schools Complaints Policy.

## 6 Monitoring Complaints

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At all formal stages of the complaints procedure, the following information should be recorded:

- Complainant's name
- Date and time at which the complaint was made.
- The details of the complaint
- The complainant's desired outcome
- How the complaint is investigated (including written records of interviews held)
- Results and conclusions of investigations
- Any actions taken
- The complainant's response (satisfaction or further pursuit of complaint)

The school may choose to appoint a member of staff as a complaints co-ordinator. When this is the case, this individual will have the responsibility for the operation and management of the school complaints policy and will be responsible for monitoring complaints. If no complaints co-ordinator is appointed, the Headteacher will retain these responsibilities.

Records should be retained within school for 6 years from the date of resolution and will then be destroyed.

## 7 Upholding or not upholding complaints

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At each stage of the complaints procedure, the conclusion will be:

1. The complaint is upheld (either in part or full) and, where appropriate, some form of action is taken.

It may be appropriate to offer one or more of the following:

- An apology
- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that the event complained of will not recur
- An explanation of the steps that have been taken to ensure that it will not happen again
- An undertaking to review school policies in light of the complaint

Or

2. The complaint is not upheld and reasons for this are clearly given.

The complainant may choose to take no further action or will be advised of how to take the complaint to the next relevant stage of the complaints policy.

## 8 Publicity and communication

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There is a legal requirement for schools to publicise their complaints procedures. This policy will be included on the school's website or available via the school's office.

References to the complaints policy may be made in other school documents.

## **9 Confidentiality**

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All conversations and correspondence will be treated confidentially. Personal information will only be shared between staff and governors on a “need to know” basis. Confidentiality will be maintained within the Governing Body to ensure that sufficient governors have no prior knowledge of the complaint, should the complaint reach stage 3 and require a complaints panel.

## **10 Accompaniment**

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It is a strong expectation that equal respect will be granted to each person involved within the process and that differences between people will be respected and understood. This includes the complainants right to be accompanied by a friend or relative at discussions and hearings and/or to submit formal complaints which have been written by another individual on their behalf.

## **11 Support offered by Wokingham Borough Council**

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Wokingham Borough Council Childrens services offer advice and guidance to headteachers and governing bodies who request it when dealing with a complaint.

It is the responsibility of the Local Authority to ensure that schools are implementing their agreed policies. It is not the role of the LA to become involved in setting policy or to intervene in individual cases, but to ensure that agreed policies have been applied appropriately. The responsibility for managing complaints lies with the governing body.

Where there is a serious allegation against the headteacher, it is recommended that the governing body seek advice from Governor Services at Wokingham Borough Council from the outset.

## **12 Timescales between stages**

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At each stage of the process, the complainant should expect that the school will acknowledge the complaint, in writing, within three school days of receiving it.

A timescale of 13 school days should be allowed for each of the three formal stages covered within this policy.

At the end of each stage and following the issue of a full written response, a period of 15 school days will be allocated during which the complainant may, in writing, confirm that they are not satisfied with the response received and that they wish to proceed to next stage of the process.

In general, the time limits and deadlines contained within this policy should be adhered to by the school. However, in certain circumstances it may be inappropriate or impractical, for example, if an investigation cannot be conducted due to school holidays or illness.

Where a complaint leads to criminal proceedings this will always be the case.

If and when it becomes necessary to alter the time limits and deadlines set out within this policy, the complainant should be told and given an explanation as to why this has been the case.

### 13 Circumstances under which this procedure should not be used

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This policy does not refer to the following areas, as highlighted in DfE guidance:

Item not covered by Policy	Notes
Admissions	Covered under Admissions policy
School re-organisation	Contact the Dioceses and/or Local Authority in the first instance.
Statutory Assessments of SEN	Should be raised directly with Local Authorities
Matters likely to require a child protection investigation	Covered under safeguarding policy
Exclusions	
Whistleblowing	
Staff grievances	
Staff conduct complaints	Dealt with under school's internal disciplinary procedures
Complaints about services provided by other providers (including those who use school premises and/or facilities).	Complainants are directed to the external providers own complaints procedure.
National Curriculum	This includes RE and SRE. Complaints should be directed to the DfE
Collective Worship	

For the avoidance of doubt, this policy is distinct from formal staff disciplinary proceedings. Complainants will never be advised of the outcome of internal disciplinary procedures.

There may be occasions when a complaint gives rise to disciplinary procedures and in such instance, the complaints procedure will be put on hold until the disciplinary procedures are concluded. The complainant will be informed of the pause in the complaints procedure.

This policy does not cover complaints made against Wokingham Borough Council or Oxford Diocesan Board of Education. Complainants are directed to the complaints procedures of those particular bodies.

### 14 Procedures for handling complaints

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#### 14.1 Informal discussion

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##### Introduction

The vast majority of concerns can be dealt with informally. There are many occasions where concerns are resolved straight away without the need to submit a formal complaint. Indeed, many concerns raised at this level might not be classified as complaints.

##### Who to speak to informally

Individuals may decide to raise their concerns with a member of school administrative staff, class teacher, senior teacher, or headteacher depending on their wishes and the type of issues they want to discuss.

## Monitoring

It is not necessary to record or monitor concerns at this level.

## Timescales

There are no specific time scales for dealing with concerns at this stage. However, as at all stages, issues should be considered and dealt with as quickly and effectively as possible.

## Response

The individual who raised the issue should be informed of any action to be taken to resolve the issue. If appropriate, this might be confirmed in writing.

## Options for complainant

If the individual is dissatisfied with the response they have been given and would like to take their concerns further, they should be referred to the school's complaints procedure.

## 14.2 Stage 1 – Referral to the Headteacher

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### Introduction

This is the first stage of the formal complaints process and, as a result, all communications between parties need to be carefully recorded and monitored as set out in the 'monitoring complaints' section of this document.

When a complaint is made directly against the school's headteacher, stage 1 is not required and the formal procedure begins at stage 2.

### Submitting a formal complaint

By this stage it must be clear that the concern is a definite complaint which will be dealt with according to this policy and should be formally submitted in writing to the headteacher.

### Acknowledgement and time scales

The headteacher will formally acknowledge the complaint within 3 school days of receiving it and begin an investigation.

### The investigation

The headteacher will need to investigate the complaint and review any relevant documentation and information. If necessary, the headteacher will take statements from those involved.

## Response

The headteacher will provide the complainant with a full written response within 10 school days of acknowledging it. This response will determine whether or not the complaint has been upheld, the reasons why, and what actions (if any) will be taken.

The response will provide details of how to move on to the next stage, if the complainant is not satisfied.

### **14.3 Stage 2 – Complaint referred to Chair of Governors**

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#### Introduction

Upon receiving a formally submitted complaint at this stage the Chair of governors or their nominee will seek to resolve the issue with the complainant without the need for a complaints committee review at stage 3.

When a complaint is made directly against the school's headteacher, stage 1 is not required and the formal procedure begins at stage 2.

#### Submitting a formal complaint

The complainant must submit a written request (preferably on the form included in this policy) to the Chair of governors who will investigate the complaint or arrange for their nominee to investigate it.

#### Acknowledgement and time scales

The Chair of Governors or their nominee should formally acknowledge the complaint within 3 school days of receiving it and begin an investigation.

#### The investigation

The Chair of Governors or their nominee will need to investigate the complaint and review any relevant documentation and information. If necessary, the Chair of Governors or his/her nominee will take statements from those involved.

## Response

The Chair of Governors or their nominee will provide the complainant with a full written response within 10 school days of acknowledging it. This response will determine whether or not the complaint has been upheld, the reasons why, and what actions (if any) will be taken.

The response will provide details of how to move on to the next stage, if the complainant is not satisfied.

### **14.4 Stage 3 – Review by the Governing Body Complaints Panel**

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#### Introduction

If the complainant remains unsatisfied following an investigation by the Chair of Governors they can ask for their complaint to be referred to a governor complaints panel – such requests must be made in writing and addressed to the Headteacher and the Chair of Governors. The complaints panel will be clerked by a member of the school staff, usually the clerk to the governing body or another governor.





## The Committee

The panel will generally consist of three governors who have not previously been involved in dealing with the complaint. If the Governing Body is unable to find 3 governors without prior involvement and has formal collaboration arrangements in place with another school's Governing Body, independent governors can be drawn from that governing body to sit on the panel. The panel should elect its own chair. If required, WBC will offer support and guidance to the clerk, the Chair of governors and/or the members of the complaints panel on procedural issues but will not play any part in reviewing the details of the complaint itself, which is the responsibility alone of the complaints panel.

### Acknowledgement and time scales

The Chair of Governors should acknowledge receipt of the complainant's letter within 3 school days. This letter will inform them that their complaint will be heard by a complaints panel within 15 school days. The clerk will confirm the date, time and venue for the hearing to all parties.

## 15 Governor Complaints Panel Arrangements

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The Chair of Governors will contact the clerk and ask them to begin making preparatory arrangements.

The clerk should then formally write to the complainant, the headteacher and any other relevant staff or witnesses and inform them:

- Of the date, time and venue of the hearing;
- How it will be conducted;
- Request for any supporting documentation by either the complainant or the school which must be returned to the Clerk no later than 5 school days before the hearing takes place; this should include any request from supporting witnesses or representatives to attend with either party.
- Of the rights of accompaniment as outlined in this document.

The panel can:

- Dismiss the complaint in part or in its entirety
- Uphold the complaint in part or in its entirety
- Decide on the appropriate actions to resolve the complaint
- Recommend changes to school systems or procedures to ensure that problems of a similar nature do not re-occur.

The clerk will ensure that all parties receive all relevant documents at least 3 school days before the date of the hearing so as to allow individuals to familiarise themselves with them.

The hearing will be independent and impartial. It will be held in private and will seek to resolve the complaint and achieve reconciliation between the school and the complainant.

No governor may sit on the panel if they have had prior involvement in the complaint.

The Chair should ensure that the proceedings are as welcoming and informal as possible. They will allow each party involved to explain their understanding or interpretation of events and for the Panel to question them for further clarification.

Extra care will be taken when the complainant, or witness, is a child so that they do not feel intimidated.

The views of children will be given equal consideration to those of adults.

Parents will be given the opportunity to say which part of the hearing the child should attend.

Complainants do not have to attend the Panel meeting if they would prefer not to, and all written evidence will be considered. Complainants have the right to be accompanied during the hearing, as does the Headteacher.

Ultimately, the chair of the meeting has control over its proceedings.

#### Checklist for Hearing:

- Hearing as informal as possible.
- Witnesses are only required to attend for the part of the hearing in which they give their evidence.
- After introductions, the complainant is invited to explain their complaint and be followed by their witnesses.
- The Headteacher may question the complainant and witnesses after each has spoken.
- The Headteacher is invited to explain the school's actions and be followed by the school's witnesses.
- The complainant may question the Headteacher and witnesses after each has spoken.
- The panel may ask questions at any point.
- The complainant is invited to sum up their complaint.
- The Headteacher is invited to sum up the school's actions and response to the complaint.
- The Chair concludes the hearing and advises that all parties will hear from the panel as soon as is practicable.

## 16 After the Panel Meeting

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The panel will then consider the complaint and all the evidence presented and:

- Reach a majority decision, on the complaint;
- Decide or recommend upon the appropriate action (if any) to be taken;
- Where appropriate, suggest changes to, or request a review of, the school's systems or procedures to ensure that problems of a similar nature do not happen again.

This information will be included in letters to both the headteacher and the complainant, issued by the Chair of the panel as soon as practicable after the hearing. See Governors Complaints Panel Guidance notes above for more detail.

This is the end of the school's complaints process.

### Options for Complainant

If the complainant is not satisfied with the outcome(s) of the complaints process, they can contact the Secretary of State or Ofsted.

The Secretary of State has the power to consider complaints that the governing body has acted unreasonably in the discharge of any of its statutory duties.

The Chief Inspector (Ofsted) has the power to investigate complaints about the school as a whole. (Standards of education, welfare of pupils and school management). Ofsted will not normally investigate cases to do with individual pupils.

Parents may seek advice from the Department for Education at [www.dfe.gov.uk](http://www.dfe.gov.uk) or from the Advisory Centre for Education at [www.ace-ed.org.uk](http://www.ace-ed.org.uk) or on their helpline which is available on Monday - Thursday 10am -1pm on 0808 800 5793

## 17 Vexatious Complaints

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The headteacher and staff deal with specific complaints as part of their day-to-day management of the school in accordance with the School's Complaints Procedure. The majority of complaints are handled in an informal manner and are resolved quickly, sensitively and to the satisfaction of the complainant. However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing concerns. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of the school and directly or indirectly the overall well-being of the children or staff in the school. In these exceptional circumstances the school may take action in accordance with this policy.

## 18 Aims

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The aims of this policy are to:

- uphold the standards of courtesy and reasonableness that should characterise all communication between the school and persons who wish to express a concern or pursue a complaint;

- support the well-being of children, staff and everyone else who has legitimate interest in the work of the school, including governors and parents;
- deal fairly, honestly, openly and transparently with those who make persistent or vexatious complaints and those who harass members of staff in school while ensuring that other stakeholders suffer no detriment.

## **19 Parents' expectations of the school**

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19.1 Parents/carers/members of the public who raise either informal concerns or formal complaints with the school can expect the school to:

- a) regularly communicate to parents/carers in writing:
  - (i) how and when problems can be raised with the school;
  - (ii) the existence of the school's complaints procedure, and
  - (iii) the existence of the Policy for Dealing with Persistent or Vexatious Complaints and/or Harassment in Schools;
- b) respond within a reasonable time;
- c) be available for consultation within reasonable time limits bearing in mind the needs of the pupils within the school and the nature of the complaint;
- d) respond with courtesy and respect;
- e) attempt to resolve problems using reasonable means in line with the school's complaints procedure, other policies and practice and in line with advice from the Local Authority (LA) keep complainants informed of progress towards a resolution of the issues raised.

## **20 THE SCHOOL'S EXPECTATIONS OF PARENTS/CARERS/MEMBERS OF THE PUBLIC**

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20.1 The school can expect parents/carers/members of the public who wish to raise problems with the school to:

- a) treat all school staff with courtesy and respect;
- b) respect the needs and well-being of pupils and staff in the school;
- c) avoid any use, or threatened use, of violence to people or property;
- d) avoid any aggression or verbal abuse;
- e) recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond;
- f) recognise that resolving a specific problem can sometimes take some time;
- g) (in the case of a complaint) follow the School's Complaints Procedure.

## **21. WHO IS A PERSISTENT COMPLAINANT?**

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21.1 For the purpose of this policy, a persistent complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the school, and whose behaviour is unreasonable. Such behaviour may be characterised by:

- a) actions which are obsessive, persistent, harassing, prolific, repetitious;

- b) prolific correspondence or excessive e-mail or telephone contact about a concern or complaint;
- c) uses Freedom of Information requests excessively and unreasonably
- d) an insistence upon pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes;
- e) an insistence upon pursuing complaints in an unreasonable manner;
- f) an insistence on only dealing with the headteacher on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters;
- g) an insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the school because it is unlawful.

21.2 For the purpose of this policy, harassment is the unreasonable pursuit of such actions as in (a) to (g) above in such a way that they:

- a) appear to be targeted over a significant period of time on one or more members of school staff and/or
- b) cause ongoing distress to individual member(s) of school staff and/or
- c) have a significant adverse effect on the whole/parts of the school community and/or
- d) are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

## **22. THE SCHOOL'S ACTIONS IN CASES OF PERSISTENT OR VEXATIOUS COMPLAINTS OR HARASSMENT**

22.1 In the first instance the school will verbally inform the complainant that his / her behaviour is considered to be becoming unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy.

22.2 This will be confirmed in writing (Model Letter 1 – APPENDIX 2).

22.3 If the behaviour is not modified there will be a joint decision between the Chair of Governors/ Vice Chair and the Head Teacher as to the actions (some or all of the following as necessary) to be taken having regard to the nature of the complainant's behaviour and the effect of this on the school community:

- a) inform the complainant in writing that his/her behaviour is now considered by the school to be unreasonable/unacceptable and, therefore, to fall under the terms of this policy (see Model Letter 2);
- b) inform the complainant that all meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interests of all parties (see Model Letter 2);
- c) inform the complainant that, except in emergencies, all routine communication with the complainant to the school should be by letter only (see Model Letter 2);

d) (in the case of physical, or verbal aggression) take advice from LA HR / Legal Services (services purchased by the Governing Body) and consider warning the complainant about being banned from the school site; or proceed straight to a temporary ban;

e) consider taking advice from the LA on pursuing a case under Anti-Harassment legislation;

f) consider taking advice from the HR / Legal Services about putting in place a specific procedure for dealing with complaints from the complainant, i.e. the complainant will not be able to deal directly with the headteacher but only with a third person to be identified by the governing body of the school, who will investigate, determine whether or not the concern / complaint is reasonable or vexatious and then advise the headteacher accordingly.

22.4 Thus, based on 5.3f legitimate new complaints may still be considered even if the person making them is, or has been, subject to the Policy for Dealing with Persistent or Vexatious Complaints and/or Harassment in Schools. However, the school will be advised by HR / Legal Services.

22.5 If a complainant's persistent complaining/harassing behaviour is modified and is then resumed at a later date within a reasonable period of time, the school may resume the process identified above at an appropriate level. In these circumstances advice may be sought from HR/Legal Services.

## **23. REVIEW**

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23.1 The School will review as appropriate, and at a minimum once in a school year, any sanctions applied in the context of this policy.

APPENDIX A – Complaints Form

Name : .....

Pupil Name : .....

Relationship to Pupil : .....

Address : .....

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Postcode : .....

Daytime tel No : .....

Evening tel No : .....

Please give the details of your complaint:

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What action, if any, have you taken to resolve your complaint:

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What actions do you feel may resolve the problem at this stage?:

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Please attach any paperwork that supports your complaint

Signature : .....

Date : .....

## APPENDIX 2

### MODEL LETTER 1: INITIAL LETTER INFORMING A COMPLAINANT THAT HIS/HER BEHAVIOUR IS CONSIDERED TO FALL BELOW A REASONABLE/ ACCEPTABLE STANDARD RECORDED DELIVERY

Dear

This letter is to inform you that the school considers your actions in [describe actions, dates, behaviour] on ..... when you ..... to be unreasonable/unacceptable [delete as appropriate].

We would ask you to bear in mind the fact that such behaviour on a school site can be disruptive and distressing to pupils, staff and parents/carers [delete if behaviour complained of did not occur on school site e.g. persistent use of e-mail, verbally abusive telephone calls].

We are aware that you have raised some concerns, and would advise you that these are usually dealt with most effectively through the School's Complaints Procedure. At the moment we are dealing with these issues by [describe actions being taken to resolve concern].

Please note that the School's Policy for Dealing with Persistent or Vexatious Complaints/Harassment sets out standards of behaviour expected of all people in their dealings with the School.

These include:

- behaving reasonably;
- treating others with courtesy and respect;
- resolving complaints using the School's Complaints Procedure;
- avoiding physical and verbal aggression at all times.

The Policy also indicates the steps that we may take if these standards are breached.

These include: • making special arrangements for meetings and communication with the school;

- considering a ban from the school premises;
- considering legal action.

I would ask that you allow school time to resolve the issues according to the correct procedures, and would assure you that we shall take every step to move this process forward as quickly as possible.

Yours sincerely

Headteacher

APPENDIX 3

MODEL LETTER 2: INFORMING A COMPLAINANT THAT HIS/HER BEHAVIOUR IS NOW CONSIDERED TO FALL UNDER THE TERMS OF THE POLICY FOR DEALING WITH PERSISTENT OR VEXATIOUS COMPLAINTS/HARASSMENT RECORDED DELIVERY

Dear

You will recall that I wrote to you on [insert date] telling you that I felt your behaviour was unreasonable.

I am now writing to inform you that in view of your behaviour on [date], when you [describe actions/behaviour] it has been decided that the School's Policy for Dealing with Persistent or Vexatious Complaints/Harassment Policy will apply from the date of this letter.

In the circumstances I have made the following arrangements for your future contact with the school:

[\*Delete A or B as applicable]

\*A For the foreseeable future, should you wish to meet with any member of staff, I would ask you to note: (a) all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to ..... at the school address; email correspondence will not be responded to; (b) an appointment will be arranged and confirmed in writing as soon as possible; (b) a third party from the school will be present; (c) in the interests of all parties, formal notes of this meeting may be made.

\*B For the foreseeable future, all meetings arising from any written communication with the school will not be conducted by a member of staff, but will be conducted by ..... representing the school. I would ask you to note:

(a) all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to ..... at the school address; email correspondence will not be responded to;

(b) an appointment will be arranged and confirmed in writing as soon as possible; a third party will be present;

(c) in the interests of all parties, formal notes of this meeting may be made.

Exceptionally, these arrangements do not apply to any emergency involving [insert name of pupil] – in which case you should contact the school in the usual way.

While these arrangements are in place, with respect to normal access to information available on parents' evenings, this will be provided in a summary written report. These arrangements take effect straightaway.

If you wish to make a representation about the contents of this letter, which may include any expressions of regret on your part and any assurances that you are prepared to give about your future good conduct, you can do so by writing to me at the school by [state ten working days from the date of the letter].

If on receipt of your comments I consider that the arrangements outlined above should continue, you will be supplied with details of how to review a circumstance of your case.

I do hope that the difficulties we are currently experiencing can soon be resolved.

Yours sincerely

Headteacher