



## **RPT - Vexatious Complaints Policy**

September 2025

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## Vexatious Complaints

The Rise Partnership Trust (Manor School, The Avenue School and Wembley Manor School) is committed to dealing with all complaints fairly and impartially, and to providing a high quality, fair service to those who complain.

We will not normally limit the contact complainants have with our Trust/one of our schools. ***However, we do not expect our staff, pupils or trustees/governors to tolerate unacceptable behaviour and will take action to protect them from behaviour of that kind, including behaviour that involves harassment or is abusive, offensive or threatening.***

The Rise Partnership Trust (Manor School, The Avenue School and Wembley Manor School) defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the Trust/school or their conduct more generally.

This includes but is not limited cases in which 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 to do this
- 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 peripheral questions, and insists they are fully answered
- refuses to accept that the complaint will be dealt with in line with the timescales set out in the complaints policy
- makes additional and unjustified complaints about staff, trustees or school governors who are responding to the complaint, 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)
- repeatedly makes complaints that materially overlap with a previous complaint
- refuses to accept the findings of the investigation into that complaint where our complaint procedure has been fully and properly implemented and completed including, if appropriate, 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
- coordinates or directs complaints by others, including by organising or encouraging a number of overlapping or duplicative complaints.

Complainants should try to limit their communication with the school 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.

Whether or not behaviour meets the unreasonable threshold is a question for the head teacher or CEO/Chair of Trustees exercising their discretion and taking into account all relevant considerations.

Where possible, the head teacher or CEO/Chair of Trustees may discuss any concerns with the complainant informally before applying an 'unreasonable' marking of the complaint.

If they have determined that the behaviour is unreasonable, the head teacher, or CEO/Chair of Trustees will write to the complainant explaining that their behaviour is unreasonable and ask them to change it.

For complainants who excessively contact The Rise Partnership Trust or one of our schools (Manor School, The Avenue School and Wembley Manor School) causing a significant level of disruption, we may specify methods of future 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, violence or threat of aggression/violence we will immediately inform the police and communicate our actions to the police in writing, without the need to inform the individual first. This may include barring an individual from The Rise Partnership Trust schools (Manor School, The Avenue School and Wembley Manor School).***