

17a. Managing Serial and Unreasonable Complaints/Grievances/Behaviour

La Petite Academy 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 setting. 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 and/or threatening.

La Petite Academy defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the setting, 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;
- 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, including those who are trying to deal with the issues, and/or 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 setting's complaints procedure has been fully and properly implemented and completed;
- seeks an unrealistic outcome in relation to the nature of the complaint;
- makes excessive demands on the setting's time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and/or by telephone whilst the complaint is being dealt with according to prescribed time-scales;
- uses threats or language designed to intimidate and/or harass staff/directors;

- uses abusive, offensive and/or discriminatory language or violence;
- knowingly provides falsified information;
- publishes unacceptable information on social media or other public forums.

(This list is not exhaustive)

Complainants should try to limit their communication with the setting 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 and/or text), as it could delay the outcome being reached.

Whenever possible, the Manager or Director will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the Manager or Director will write to the complainant explaining that their behaviour is unreasonable, stating which behaviour(s) this includes, and ask them to change it. For complainants who excessively contact La Petite Academy causing a significant level of disruption, we may specify methods of communication that are acceptable to continue with, and limit the number of contacts to be made, 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 entering the setting and/or land owned by the setting.

| This policy was adopted on | Signed on behalf of the nursery | Date for review |
|-----------------------------------|--|------------------------|
| 28/04/2022 | Carol Daly | 28/04/2023 |

(Adapted from [School complaints procedures: guidance for maintained schools - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/106422/school-complaints-procedures-guidance-for-maintained-schools.pdf))