

Oakridge Primary School

Unreasonably Persistent Contact Policy

Adopted:	February 2026
Chair of Leadership and Management Committee:	Mr R Simmonds
Next review date:	February 2026

1. Introduction

Oakridge Primary School 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 school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from behaviour that is abusive, offensive or threatening.

2. Definition of Unreasonable Behaviour

Oakridge Primary 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 school, for example if the complainant:

- refuses to articulate their complaint or specify the grounds or desired outcomes, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within scope of the complaints procedure
- insists on the complaint being dealt with in ways incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information and expects it to be considered
- raises large numbers of detailed but unimportant questions, insisting on immediate, fully detailed responses
- makes unjustified complaints about staff involved and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations concluding it is groundless or has been addressed)
- refuses to accept findings where the school's procedure has been fully and properly completed, including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time through frequent, lengthy or complicated contact
- 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

3. Communication Expectations

Complainants should try to limit communication with the school relating to their complaint while it is being progressed. Repeated correspondence (letter, phone, email, text) may delay the outcome being reached.

4. Upholding The Oakridge Way in Communication

All communication with Oakridge Primary School, whether by email, telephone, in person, or online—must reflect The Oakridge Way. We expect all parents, carers and visitors to communicate in a manner that is:

- Kind
- Respectful
- Well-mannered
- Trustworthy

Any communication that does not meet these values may be treated as unreasonable contact and managed under this policy.

5. Informal Resolution

Wherever possible, the headteacher or Chair of Governors will attempt to discuss concerns with the complainant informally before applying an 'unreasonable' marking.

6. Formal Notification of Unreasonable Contact

If behaviour continues, the headteacher will write to the complainant explaining that the behaviour is unreasonable and requesting that it is changed.

For complainants who excessively contact the school and cause significant disruption, the school may:

- specify acceptable communication methods
- limit the number of contacts
- introduce a communication plan

This will be reviewed after six months.

7. Vexatious Complaints

In line with statutory guidance, a vexatious complaint is one that is designed to cause disruption, harassment or excessive burden rather than resolve an issue. A complaint may be considered vexatious if it:

- has no serious purpose or value

- is obsessive, harassing or repetitive
- seeks to deliberately mislead
- is pursued unreasonably regardless of the merits
- contains disproportionate demands
- targets individual staff in a personalised or harassing way
- forms part of a pattern of unreasonable conduct

Where a complaint is deemed vexatious, the school may apply restrictions on communication or decline to consider repeated issues.

8. Serious Incidents

In response to any serious incident of aggression or violence, the school will:

- immediately inform the police
- communicate our actions in writing
- consider barring the individual from Oakridge Primary School