**St Thomas More RC College**

# Policy:

## Complaints Policy

*This policy will be reviewed every 12 months*

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| Author | H Brophy |

| | Signature of member of Governing body | Date |
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| Policy approved/ reviewed (delete as appropriate) | | 21 October 2026 |

# School Complaints Policy including:

## School policy for managing serial and unreasonable complaints

## St Thomas More RC College

## Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to St Thomas More RC College about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

## The difference between a concern and a complaint

A concern may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.

It is in everyone's interest that concerns and informal complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. St Thomas More RC College takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

In the earliest stages of a concern or complaint, the Headteacher or a member of staff authorised by the Headteacher will refer the concern/ informal complaint to the most appropriate staff member to address. If the member of staff assigned then subsequently feels unable to deal with a concern, the complaint may be referred to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

If a concern or complaint cannot be resolved informally, we understand, that there are occasions when people would like to then raise their complaint formally. In this case, St Thomas More RC College will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

## How to raise a concern or make a complaint

A concern or informal complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

In the first instance concerns/informal complaints should be raised with either a relevant member of staff teacher (usually the member of staff directly involved or the students Head of Year) or headteacher (for allocation to the most appropriate member of staff). If the issue remains unresolved, the next step is to make a **formal written Stage 1 complaint**.

*Complainants should not approach individual governors to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure.*

Complaints against school staff (except the headteacher) should be made in the first instance, to The Headteacher via the school office***.*** Please mark them as Private and Confidential.

Complaints that are about the conduct of the headteacher should be addressed to The Chair of Governors, via the school office. Please mark them as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be addressed to The Clerk to the Governing Body via the school office. Please mark them as Private and Confidential.

Formal written complaints **must** be completed on the form that is included at the end of this procedure. The details of the complaint must be submitted in **no more than 250 words**. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

Written complaints not submitted on the complaints form or complaints that exceed the maximum number of words in the detail of the complaint or in any other section with a specified number of words will be returned to the person making the complaint so it can be resubmitted on the form. If you cannot complete your complaint on the form then please make an appointment to see the Headteacher who will arrange for your complaint to be taken verbally so that the information can be added to the complaint form for submission.

The correct use of the complaints form allows the school to respond to complaints in a timely and effective manner, with clarity over the specific concerns that need to be responded to.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

## Anonymous complaints

We will not normally investigate anonymous complaints. However, in exceptional circumstances the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

## Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame only if exceptional circumstances apply.

## Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

# Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by St Thomas More RC College other than complaints that are dealt with under other statutory procedures, including those listed below.

| Exceptions | Who to contact |
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| • Admissions to schools<br>• Statutory assessments of Special Educational Needs<br>• School re-organisation proposals | Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with Tameside Local Authority. |
| • Matters likely to require a Child Protection Investigation | Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.<br><br>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).<br><br>You can contact the Tameside Local Authority Designated Officer (LADO) by phone at 0161 342 4343 (selecting option 3 for advice) or by email at ladoreferrals@tameside.gov.uk.<br><br>**MASH Team**<br>You can call the Multi Agency Safeguarding Hub on 0161 342 4101<br>Monday to Wednesday 8:30am to 5pm<br>Thursday 8:30am to 4:30 pm<br>Friday 8:30 – 4pm<br>After these times, you can contact the Emergency Duty Team on 0161 342 2222 |
| • Exclusion of children from school* | Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.<br><br>*Complaints about the application of the behaviour policy outside of Permanent Exclusion can be made through the school's complaints procedure.* |
| • Whistleblowing | We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.<br><br>The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus.<br><br>Volunteer staff who have concerns about our school should complain through the school's complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint. |
| • Staff grievances | Complaints from staff will be dealt with under the school's internal grievance procedures. |

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| • Staff conduct | Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.<br><br>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed. |
| • Complaints about services provided by other providers who may use school premises or facilities | Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct. |
| • National Curriculum - content | Please contact the Department for Education at: www.education.gov.uk/contactus |

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against St Thomas More RC College in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

## Resolving complaints

At each stage in the procedure, St Thomas More RC College wants to keep you informed about your complaint. It may be that depending on the complaint that the school will find that the complaint **is fully dismissed or there is no complaint to answer, alternatively only part of the complaint may be dismissed**.

If appropriate however, based on the findings of any investigation we may acknowledge that the complaint **is upheld in whole or in part,** in these cases, we may offer one or more of the following in addition:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

## Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

# Stage 1

Formal complaints at Stage 1 must be made to the headteacher (unless they are about the headteacher), via the school office.

Formal written complaints must be completed on the form that form is included at the end of this procedure, the detail of the complaint must be described in no more than 250 words in the correct box on the form.

The headteacher will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Within this response, the headteacher may clarify the nature of the complaint, and consider what remains unresolved. The headteacher may consider whether a face-to-face meeting is necessary to gain further information.

*Note: The headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.*

During the investigation, the headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- if necessary, ask those involved to provide a written statement
- keep necessary records pertinent to the investigation.

At the conclusion of their investigation, the headteacher will provide a formal written response within **15 school days** of the date of receipt of the complaint.

If the headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, if the complaint is upheld fully or in part it will include details of actions St Thomas More RC College will take to resolve the complaint.

The headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

If the complaint is about the headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1.

Complaints about the Chair of Governors or member of the governing body must be made to the Clerk, via the school office.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 1 will be considered by an independent investigator appointed by the governing body or Salford Diocese if appropriate. At the conclusion of their investigation, the independent investigator will provide a formal written response.

# Stage 2

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2. By indicating on their original complaint form that the matter is still unresolved in their opinion and they wish to escalate the matter to the Chair of the Governing Board.

A request to escalate to Stage 2 must be made to the Clerk, via the school office, within 15 school days of the date of issue of the Stage 1 response. Escalated complaints received out of timescale will not be considered and the matter will be considered closed.

The Chair of Governors will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Within this response, the Chair of Governors may clarify the nature of the complaint, and consider what remains unresolved. The Chair of Governors may consider whether a face to face meeting is necessary to gain further information.

*Note: The Chair of Governors may delegate the investigation to another member of the school's senior leadership team or member of the Governing Board but not the decision to be taken.*

During the investigation, the Chair of Governors (or investigator) will:

- Consider all the information that has been gathered that relates to the complaint to date
- if necessary, further interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- if necessary, ask those involved to provide further written statements
- keep necessary records pertinent to the investigation.

At the conclusion of their investigation, the Chair of Governors will provide a formal written response within **20 school days** of the date of receipt of the complaint.

If the Chair of Governors is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, if the complaint is upheld fully or in part it will include details of actions St Thomas More RC College will take to resolve the complaint.

The Chair of Governors will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complaint has developed into a complaint about the Chair of Governors, a suitably skilled governor will be appointed to complete all the actions at Stage 2.

## No Stage 2 Straight to Stage 3 (complaints about Governors)

Original complaints about the Chair of Governors or member of the governing body must be made to the Clerk, via the school office, where complaints are of this nature they will not be addressed under stage 2 of the process as stage 1 will already have involved a suitably skilled Governor instead complaints of this nature that are still unresolved will proceed straight to stage 3

# Stage 3

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a meeting with members of the governing body's complaints committee, which will be formed of the first three, impartial, governors available. This is the final stage of the complaint's procedure.

A request to escalate to Stage 3 must be made to the Clerk, via the school office, within 15 school days of the recorded date of issue of the Stage 2 response. Escalated complaints received out of timescale will not be considered and the matter will be considered closed.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaint's procedure. Complainants are advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared due to the confidentiality of employment matters.

If it is necessary to invite all parties to the meeting the Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 30 school days of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of two proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

The complaints committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from St Thomas More RC College available, the school will source any additional, independent governors through another local school or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 3.

Representatives from the media are not permitted to attend.

If it is necessary to invite all parties to a meeting at least 15 school days before the meeting, the Clerk will:

- confirm the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are still convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 10 school days before the meeting.

Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and St Thomas More RC College with a full explanation of their decision and the reason(s) for it, in writing, within 15 school days of the meeting of the Complaints Committee.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by St Thomas More RC College.

If the complaint is:

- jointly about the Chair and Vice Chair or
- the entire governing body or
- the majority of the governing body

Stage 3 will be heard by a committee of independent governors.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions St Thomas More RC College will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

## Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 3.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by St Thomas More RC College. They will consider whether St Thomas More RC College has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on: 0370 000 2288 or by writing to:

Department for Education

Piccadilly Gate
Store Street
Manchester
M1 2WD.

**Please note: It may be necessary on occasion for the Vice Chair of Governors to step into the role of Chair of Governors and this is permitted within this complaints policy, where there are references therefore to the Chair of Governors any duties and actions of the Chair of Governors may be carried out by the Vice Chair of Governors if appropriate or required.**

# Complaint Form (3 Pages)

Please complete and return to St Thomas More RC College, please mark

**Private and Confidential – Complaint for the attention of**

- **Headteacher**

  **or**

- **Chair of Governors**

  **or**

- **Clerk to the Governing Body**

depending on the nature of your complaint in line with the school policy.

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| **Your name:** |
| **Pupil's name (if relevant):** |
| **Your relationship to the pupil (if relevant):** |
| **Address:** |
| **Postcode:**<br><br>**Day time telephone number:**<br><br>**Evening telephone number:** |
| **Before raising a stage 1 formal complaint you should usually have discussed the concern/complaint with a representative from the school. Who have you discussed the concern/complaint with already and when this did take place?** |

**Complaint Details**
**Please give details of your complaint?**
**Max 250 words**

**If your complaint is either fully or partially upheld, what actions do you feel might resolve the problem at this stage?**
**Max 100 words**

**Signature:**

**Date:**

**Escalation to Stage 2**

**Complaint to be investigated at the level of the Chair of Governors**

Only complete this section if you have received a response to a Formal Stage 1 Complaint and you are still dissatisfied with the outcome.

(Please complete this section on your original claim form and resubmit it to the school office)

**Please give details of the matters that you are still dissatisfied with.**

**Max 150 words**

**Escalation to Stage 3**

**Complaint to be investigated at the level of the Governors Complaint Committee**

Only complete this section if you have received a response to a Formal Stage 2 Complaint and you are still dissatisfied with the outcome.

(Please complete this section on your original claim form and resubmit it to the school office)

**Please give details of the matters that you are still dissatisfied with.**

**Max 150 words**

**Official use (not to be completed by complainant)**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**

# Roles and Responsibilities

## Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

## Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
  - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
  - interviewing staff and children/young people and other people relevant to the complaint
  - consideration of records and other relevant information
  - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews that are necessary with an open mind and be prepared to persist in the questioning
- keep notes that are necessary of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond

The Headteacher, Chair of Governors, Vice Chair of Governors or Complaints Committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

## Headteacher or member of staff nominated by the Headteacher

The Headteacher should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure

- be aware of issues regarding:
  - sharing third party information
  - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records.

## Clerk to the Governing Body

The Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example; stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

## Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

  If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently

- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator, if the school has one).

## Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so

  No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.

- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant

  We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.

- many complainants will feel nervous and inhibited in a formal setting

  Parents/carers often feel emotional when discussing an issue that affects their child.

- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting

  Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

  The committee should respect the views of the child/young person and give them equal consideration to those of adults.

  If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

  However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.

- the welfare of the child/young person is paramount.

# School policy for managing serial and unreasonable complaints

St Thomas More RC College 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 that behaviour, including that which is abusive, offensive or threatening.

St Thomas More RC College 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, 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 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 unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, 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)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including 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.

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.

Whenever possible, the headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable'* marking.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact St Thomas More RC College causing a significant level of disruption, we may specify methods of 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 or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from St Thomas More RC College.