



J H Godwin Primary School

# Unreasonable or Vexatious Behaviour Policy

Next Review: Summer 2025- 2028

Approved: Headteacher/ Chair or Governors (M.Brannan)

Unreasonable Behaviour and Harassment Policy Date: Updated July 2025.

Introduction As an inclusive school, J H Godwin's staff and governors value every member of our school community. We welcome feedback from parents and carers and will always try to resolve any concerns as quickly as possible. It is the role of a class teacher or senior leader to deal with specific complaints as part of their day-to-day management of the school and in accordance with the Complaints Policy.

## **What You Can Expect From The School When Raising a Complaint or Concern**

If you do wish to make a complaint, the school will, where possible, respond to your concerns within a reasonable timeframe and in line with the school's Complaints Policy. Staff will respond to you with courtesy and respect and, if necessary, arrangements can be made between you and the school to discuss any issues you may have. School will respond to concerns raised within usual school working hours.

The school will do their best to address any problems as soon as possible and in line with any relevant guidelines. Where possible, you will be given updates on steps the school is taking to resolve the issue.

## **What the School Expects of You**

The school expects anyone who wishes to raise a complaint or concern with the school to treat all staff with courtesy and respect. Violent or threatening language or behaviour towards people or property is not acceptable.



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We would expect that any concerns are raised in an appropriate way. It is not acceptable to talk about your concerns in front of other parents or pupils, post any issues you have on social media or alternative public forums.

Some problems may take time to resolve and it will not always be possible to offer a 'quick fix'. We ask that anyone with a complaint to give staff the time to fully address your concerns.

We understand that both parents/carers and the school want the best outcome for the child/ren, and we expect that they work together with the school to achieve a positive solution.

If it is not possible to resolve your complaint to your satisfaction, parents/carers will be expected to follow the process in the Complaints Policy.

Most complaints are resolved very quickly but there are times when the person making the complaint acts unreasonably. This can have an impact on the day-to-day running of the school and the wellbeing of children and staff.

This policy sets out the process for dealing with inappropriate behaviour or harassment.

### **What is Inappropriate Behaviour?**

Some examples of inappropriate behaviour are:

- Behaviour that is out of proportion to the nature of the complaint
- Persistent communication - such as excessive contact with the school (in person or in writing) about a concern or complaint.
- The use of inappropriate language such as abusive or threatening language.
- Making complaints in public (including posting on social media)
- Not attending meetings to talk about any concerns.
- Informing other members of the communities of untrue statements about staff and governors of JH Godwin Primary School.

What is Harassment?



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In this policy our definition of harassment includes behaviour:

- that causes personal distress to staff or other individuals
- that seems to be targeted over a significant period of time to one or more members of staff or other individuals.
- that has a negative effect on the school community
- that is aggressive or is threatening or intimidating (it is enough that an individual feels threatened or intimidated)

### **School Procedure in Relation to Inappropriate Behaviour or Harassment**

The school and governing board will not tolerate any form of aggression or harassment against school staff. Where there is evidence of inappropriate or harassing behaviour, the headteacher may take the following actions:

- Require all future meetings with a member of staff to include a third party. To protect all parties, notes of the meeting may be taken.
- The headteacher can inform the complainant that, except in emergencies, all communication with the complainant will be by letter or via a specified frequency of agreed contact e.g. weekly phone call to discuss any issues.
- The headteacher can inform the complainant in writing that their behaviour is now considered to be either inappropriate and/or harassing and that any complaint will not be investigated further whilst such behaviour continues.
- If there is physical or verbal aggression, the headteacher may place restrictions on an individual's access to school or its staff.

### **Barring Individuals from School Premises**

It is for the headteacher to decide if the behaviour is serious enough to bar an individual from the school premises. The headteacher will inform the individual they have been barred from the school site and their decision is final.

The decision to bar an individual from the site is expected to be reviewed after a defined period of no less than 10 working days.



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If an individual wishes to appeal this decision, they should follow the school complaints procedure as outlined in the Complaints Policy.

### **Time Frame and Review**

Legitimate new complaints, if not pursued in a harassing or unreasonable way, will still be considered, even if the person making them is (or has been) subject to this policy.

This policy will be reviewed annually.

The headteacher will provide a termly update to the governing board outlining any actions taken under this policy.

### **Safeguarding**

The headteacher is aware that parents who have been banned from the school premises have a general right to seek an appointment to speak to school staff in relation to their child's welfare or educational progress. Appointments will be made as decided is reasonable by school staff.

Banning an individual from the school site should not put children at risk. The headteacher will ensure that safe and effective arrangements are in place for the delivery and collection of children to and from school.