



Managing Unreasonable Communication and Behaviour

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What this policy is about

We want parents and carers to raise concerns and complaints, and we take them seriously.

We also need to make sure our schools and Trust can work safely and effectively, and that staff are treated respectfully.

This policy explains what happens if communication or behaviour becomes unreasonable, and how we will manage that fairly.

This policy works **alongside** our Complaints Policy and our Parent Code of Conduct.

- It does **not** stop anyone from making a complaint.
- It does **not** limit access to Stages 1, 2 or 3 of the complaints process.

This policy only looks at **how communication happens**, not whether a complaint is valid or important.

Who this policy applies to

This policy applies to parents, carers or others who are raising concerns or complaints, where the way they communicate makes it difficult for staff to do their jobs properly.

It does not apply to:

- staff grievances
- whistleblowing
- safeguarding matters
- issues that follow other legal processes

What we mean by unreasonable behaviour

Communication or behaviour may be considered unreasonable if it makes it harder for us to properly deal with a complaint.

This might include behaviour such as:

- not clearly explaining what the complaint is about, or what outcome is wanted, even after support is offered; (If staff feel that a piece of communication has been largely AI generated, to the point at which it is inaccurate, excessively long, or difficult to understand, parents may be asked to resubmit their communication in a new form, or invited into school to discuss their concerns in person.)
- refusing to take part in the complaints process;
- insisting we deal with matters that are outside the complaints policy;
- repeatedly raising the same complaint after it has already been fully considered;
- sending large volumes of messages or very long communications that delay progress;
- demanding immediate responses or unrealistic outcomes;
- refusing to accept the outcome of a properly run complaints process;

- using aggressive, abusive, threatening or discriminatory language;
- trying to intimidate staff;
- sharing unacceptable material about a complaint on social media;
- knowingly giving false or misleading information.

Unreasonable behaviour is about **how** someone behaves, not **whether their concern matters**.

Trying to resolve things informally

Before taking formal action, we will try to resolve concerns about communication informally.

This usually means:

- explaining what is causing difficulty;
- setting clear expectations;
- agreeing how communication can work better for everyone.

If unreasonable behaviour continues after informal discussion, we may send a written warning.

The letter will:

- explain what behaviour is causing concern;
- refer to this policy;
- set out what needs to change;
- explain what may happen if the behaviour continues.

Managing future communication

If behaviour still does not change, we may put a communication plan in place.

This could include:

- asking the person to contact us through one named person or email address;
- limiting how often contact is made;
- asking communications to be short and focused;
- not responding to repeated messages about issues that have already been decided through the complaints process.

Any limits:

- will only apply to complaints-related communication;
- will not affect contact about pupil welfare or safeguarding;
- will be reviewed, usually after six months;
- will be clearly explained in writing.

Serious incidents

If there is serious aggression, threats or violence, we will act to protect staff and pupils.

This may include:

- contacting the police;
- restricting access to school premises;
- explaining our actions in writing.

Using this policy does not mean:

- we are ignoring concerns;
- we are taking sides;
- a complaint will not be considered properly.

The wellbeing and education of pupils always comes first.

Reviewing decisions

Any restrictions put in place will be kept under review and lifted if behaviour improves or restrictions are no longer needed.

This policy is reviewed every three years.