



Live, Love and Learn Together in the Light of the Life of Christ

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ST MARY'S C OF E PRIMARY

Managing Abusive, Persistent and Unreasonable Behaviour Policy

2026-2027

1. Purpose

The school is committed to resolving concerns and complaints fairly and efficiently.

Most concerns are raised appropriately and are resolved through constructive engagement. However, on rare occasions behaviour by a parent, carer or member of the public may become unreasonable, abusive, persistent or vexatious to the extent that it impacts upon staff wellbeing, school operations or the efficient investigation of concerns.

This policy provides a framework for managing such behaviour while ensuring concerns can still be considered appropriately.

2. Definition of Unreasonable Behaviour

Behaviour may be considered unreasonable when it:

- Places unreasonable demands on school resources.
- Prevents matters from being dealt with efficiently.
- Causes distress, intimidation or anxiety to staff.
- Continues despite reasonable responses having been provided.

3. Examples of Unreasonable Behaviour

Abusive Behaviour

- Personal insults or derogatory remarks.
- Threatening language.
- Harassment of staff or governors.
- Aggressive behaviour during meetings or on school premises.

Persistent Behaviour

- Sending excessive emails or correspondence.
- Repeatedly raising the same issue after a response has been provided.
- Contacting multiple members of staff regarding the same matter.
- Copying concerns to multiple external agencies unnecessarily.

Vexatious Behaviour

- Repeated allegations unsupported by evidence.
- Complaints intended to cause disruption rather than resolve an issue.
- Attempts to undermine individual staff members.
- Pursuing complaints where no new evidence has been provided.

4. School Response

Before taking formal action, the school will normally:

- Seek to clarify concerns.
- Explain relevant processes.
- Offer an appropriate opportunity for concerns to be heard.
- Establish clear communication arrangements.

Where behaviour continues, the Headteacher may implement one or more of the following:

Level 1 - Informal Warning

A discussion with the individual outlining concerns and expected standards.

Level 2 - Formal Written Warning

A letter setting out:

- The behaviour causing concern.
- The impact upon staff and school operations.
- Expected future conduct.
- Potential consequences if behaviour continues.

Level 3 - Communication Restrictions

The school may:

- Limit contact to one named member of staff.
- Restrict communication to email only.
- Require appointments for meetings.
- Decline to respond to repetitive correspondence that raises no new matters.

Level 4 - Access Restrictions

In serious circumstances, the school may:

- Restrict attendance on site.
- Require meetings to take place remotely.

5. Staff Welfare

The school has a duty of care towards its employees and will take all reasonable steps to protect staff from abuse, intimidation, harassment and unreasonable conduct.

The school will not tolerate abusive, intimidating, threatening, harassing or vexatious conduct towards staff. Where such behaviour occurs, the school reserves the right to cease direct engagement on the matter, implement communication restrictions, and take any other reasonable steps necessary to protect staff wellbeing and ensure the effective operation of the school.

Where inappropriate behaviour impacts staff wellbeing, the school will:

- Record incidents appropriately.
- Provide support and supervision where required.
- Take reasonable steps to protect staff from harassment, intimidation or abuse.
- Seek external advice where necessary.

6. Governor Involvement

The Chair of Governors will be informed where:

- Formal restrictions are being considered.
- There is a pattern of sustained unreasonable behaviour.
- The matter presents a significant risk to staff welfare or the effective operation of the school.

7. Review of Restrictions

Any restrictions imposed under this policy will be reviewed periodically and may be lifted where behaviour improves and constructive engagement resumes.

8. Monitoring and Review

This policy will be reviewed annually by the Governing Body.