

**Belmont School**  
**Managing serial &  
unreasonable contact**



**Authorised:** .....  
**(Headteacher)**

**Authorised:** .....  
**(Chair of Governors)**

**Date Approved:** 14-1-20

**Date for Review:** Spring Term 2020/21

Belmont School is committed to dealing with all those who contact the school fairly and impartially, and to providing a high quality service to those who contact us. We will not normally limit the contact individuals 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.

Belmont School defines unreasonable behaviour as that which hinders our consideration of communication because of the frequency or nature of the contact with the school, such as,

- refuses to articulate their issue or specify the grounds of a issue or the outcomes sought by raising the issue, despite offers of assistance
- refuses to co-operate with an investigation process
- refuses to accept that certain issues are not within the scope of the individual being contacted or if applicable the school
- insists on the issue being dealt with in ways which are incompatible with the school's 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 comments about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the concern as the investigation proceeds
- repeatedly raises the same issue (despite previous investigations or responses concluding they were groundless or has been addressed)
- refuses to accept the findings of the investigation into their issue where the school's procedure has been fully and properly implemented
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding issues in person, in writing, by email, online and by telephone while the concern 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.

Individuals should try to limit their communication with the school that relates to their issue, while the issue is being progressed. It is not helpful if repeated contact is made (by letter, text, telephone, email, online or in person), as it could delay the outcome being reached.

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

If the behaviour continues, the Headteacher will write to the individual explaining that their behaviour is unreasonable and ask them to change it. For an individual who excessively contact Belmont School 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 Belmont School.