

Heart of the Forest Community Special School

Managing Unreasonable Communication Policy



Approved by:	HoF Governing Body	Date:	1/3/2023
Last reviewed on:		Next review date:	March 2024
Website:	Yes	Type:	Non - statutory

Managing Unreasonable Communication Policy

Heart of the Forest Special Community School is committed to dealing with all communication fairly and impartially, and to providing a high-quality service to those who communicate with the school. We will not normally limit the number of communications with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will act to protect staff from that behaviour, including that which is abusive, offensive, or threatening. In addition, we do not expect our staff to tolerate unreasonable or persistent contact.

Heart of the Forest Special Community School defines unreasonable communication as: if the correspondent:

- refuses to articulate their point or specify the grounds of their communication and any outcomes sought, despite offers of assistance
- refuses to co-operate with the school's relevant procedure
- refuses to accept that certain issues are not within the scope of general communications
- insists on correspondence being dealt with in ways which are incompatible with the school's relevant procedure or with good practice
- introduces trivial or irrelevant information which they expect to be considered 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 correspondence, and seeks to have them replaced
- repeatedly makes the same communication (despite previous investigations (if relevant) or responses concluding that the correspondence is groundless or has been addressed)
- refuses to accept the findings of an investigation (if relevant) where the school's procedure has been fully and properly implemented and completed
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff in person, in writing, by email and by telephone
- 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.

As per the school's complaints policy, correspondents should try to limit their communication with the school that relates to a 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 correspondent informally before applying an 'unreasonable' marking to communications.

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

See also: Complaints Policy