

PERCY HEDLEY EDUCATION SERVICES

Considerations regarding Complaints - Guidance

Withdrawing a Complaint

Complaints may be withdrawn in writing at any time.

The Associate Director and Chair of Governors should review the issue of concern and consider whether further investigation is required through other internal management systems.

A good complaints procedure can limit the number of complaints that become protracted. However, there may be occasions when despite all stages of the procedure being followed, the complainant remains dissatisfied.

A complaint can be regarded as unreasonable when the person making the complaint:

- Repeatedly makes the same complaint and refuses to accept the findings of the investigation into that complaint
- Seeks an unrealistic outcome
- Has a history of making unreasonable complaints
- Makes frequent, lengthy, complicated and stressful contact with staff regarding the complaint.

A complaint will also be considered unreasonable if it is:

- Malicious
- Aggressive
- Includes threats, intimidation or violence
- Abusive, offensive or uses discriminatory language
- Knowingly false.

In these circumstances, the Associate Director and/or Chair of Governors may wish to liaise with legal services, police and/or the LA key personnel before deciding what action to take.

The presumption should be in favour of not restricting access to our services unless it is absolutely necessary.

The Governors may consider:

- Warnings/contract re future conduct
- Restricting telephone calls to a particular day/time or person
- Restrictions on methods of contact (e.g. in writing only)
- Not acknowledging future correspondence that does not present new information
- Temporary suspension of the person's access to the complaints system.

The complainant will be informed in writing of any action taken and how long the action will last. They must be advised how to contact the Local Government Ombudsman.

August 2016
LW/ Policy drive

Review: September 2017