

**Inclusion** is at the  
**heart** of our trust



# Complaints Policy and Procedure



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1	April 2022	K Bloomfield	7.10 amended to reflect progression to stage 3 for EHCP pupils
2	September 2023	K Bloomfield	Addition of Appendix 3: A guide to the complaints procedure
3	November 2024	C Carlon	QEB changed to LGC ESFA changed to DfE
4	January 2025	C Carlon	Statement of Intent amended to clarify who the policy applies to and the procedures which will be followed. 6.6 Contact details for each school added
5	December 2025	C Carlon	Rewritten



## Statement of Intent

Oak Learning Partnership ('the Trust') aims to resolve all concerns and complaints at the earliest opportunity. Concerns and complaints will be treated seriously and confidentially.

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

Many issues can be resolved informally, without the need to use the formal stages of this complaints procedure. Oak Learning Partnership takes concerns and complaints seriously and will make every effort to resolve the matter as quickly as possible.

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Oak Learning Partnership about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions, or data protection complaints), we will use this complaints procedure.

The Trust reserves the right to substitute this procedure for an alternative process where it appropriate to do so. If it deemed appropriate, then the complainants will be informed about the procedure that will be used as soon as possible after their complaint is received by the Trust.

In the event of any timescales changing during any stage of the complaints procedure, all parties involved will be informed of the changes in a timely manner.

The Trust's Complaints Policy will:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Respect confidentiality duties
- Address all the points at issue and provide an effective response and appropriate redress, where necessary
- Keep the complainant informed of the progress of the complaints process, adhering to the established timescales wherever possible

Our schools will aim to resolve concerns through everyday communications as far as possible, in line with Stage 1 of this procedure.

This policy outlines the procedure for bringing concerns and complaints to the attention of the Trust and its schools, as well as detailing the actions which the Trust and its schools must take in response.

## How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Who to contact at each stage:

Concern/ complaint about:	School		Trust		
	School	Headteacher or Local Governor	Trust	CEO or a Trustee	Chair of Trust Board
<b>Stage 1 – Informal complaint</b>	Teacher, other staff member or Headteacher	Trust central office	Trust central office	Chair of the Trust Board via Trust central office	Trust central office
<b>Stage 2 – Formal complaint</b>	Headteacher	Trust central office	Trust central office	Trust central office	Trust central office
<b>Stage 3 – Executive Leader of the Trust</b>	Trust central office	Trust central office	Trust central office	Trust central office	Trust central office
<b>Stage 4 - Panel</b>	Trust central office	Trust central office	Trust central office	Trust central office	Trust central office

When emailing a concern or complaint please mark any correspondence as Private and Confidential.

School	Contact details
Ash Grove School	<a href="mailto:enquiries@ashgrove.oaklp.co.uk">enquiries@ashgrove.oaklp.co.uk</a> 0161 724 2900
Blackburn Central High School	<a href="mailto:info@bchs.co.uk">info@bchs.co.uk</a> 01254 505 700
Crosshill Special School	<a href="mailto:info@crosshill.blackburn.sch.uk">info@crosshill.blackburn.sch.uk</a> 01254 667713
Elms Bank	<a href="mailto:complaints@elmsbank.oaklp.co.uk">complaints@elmsbank.oaklp.co.uk</a> 0161 766 1597
Hazel Wood	<a href="mailto:enquiries@hazelwood.oaklp.co.uk">enquiries@hazelwood.oaklp.co.uk</a> 0161 797 6543
Philips High School	<a href="mailto:enquiries@philips.oaklp.co.uk">enquiries@philips.oaklp.co.uk</a> 0161 351 2200
Unsworth Primary School	<a href="mailto:enquiries@unsworth.oaklp.co.uk">enquiries@unsworth.oaklp.co.uk</a> 0161 766 4876
Trust Central Office	<a href="mailto:enquiries@oaklp.co.uk">enquiries@oaklp.co.uk</a> 0161 553 0030

For ease of use, a template complaint form is included at the end of this policy. If you require help in completing the form, please contact the school office. You can also ask a third-party organisation for example like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

### **Anonymous complaints**

We will not normally investigate anonymous complaints. However, the Headteacher or the Trust, if appropriate, will determine whether the complaint warrants an investigation.

### **Managing serial, unreasonable or vexatious complaints**

The Trust is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with the school/trust, 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.

Please see Appendix 4 on managing serial, unreasonable and vexatious complaints for information on how these will be handled.

### **Complaint campaigns**

For the purposes of this policy, "complaints campaigns" are where the school/trust receives large volumes of complaints that are all based on the same subject.

Where the school becomes the subject of a complaints campaign from complainants who are not connected with the school, a standard, single response will be published on the school's website.

If the school receives a large number of complaints about the same subject from complainants who are connected to the school, e.g. parents, each complainant will receive an individual response.

If complainants remain dissatisfied with the school's response, they will be directed to the DfE.

### **Covert recording**

We understand that some parents wish to keep a record of meetings with school staff. Our aim is always to ensure that conversations between families and the school are open, respectful and focused on supporting pupils.

We ask that meetings and conversations are **not recorded without the knowledge and agreement of everyone present**. Covert recordings can undermine trust and may inadvertently capture personal information about staff or other pupils.

If parents would like a record of a meeting, we are very happy to try and support this. Options might include:

- agreeing in advance that a meeting can be recorded by mutual consent, or
- providing written notes of the meeting afterwards.

Please note that **covert recordings are not accepted as evidence within the Trust’s complaints procedures.**

Our goal is to maintain constructive relationships with families and to ensure conversations remain focused on the best interests of children.

### Timescales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

We will consider complaints received outside of term time to have been received on the first day of term after the holiday period.

### Scope of this Complaints Policy

This procedure covers all complaints about any provision of community facilities or services by Oak Learning Partnership, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> <li>• Admissions to schools</li> </ul>	Concerns about admissions should be handled via the local authority.
<ul style="list-style-type: none"> <li>• Matters likely to require a Child Protection Investigation</li> </ul>	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).</p>
<ul style="list-style-type: none"> <li>• Statutory assessments of SEND</li> </ul>	Concerns about SEND assessments should be handled via the local authority.
<ul style="list-style-type: none"> <li>• Exclusion of children from school*</li> </ul>	<p>Further information about raising concerns about exclusion can be found at: <a href="http://www.gov.uk/school-discipline-exclusions/exclusions">www.gov.uk/school-discipline-exclusions/exclusions</a>.</p> <p><i>*complaints about the application of the behaviour policy can be made through this policy.</i></p>
<ul style="list-style-type: none"> <li>• Whistleblowing</li> </ul>	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistle-</p>

	<p>blowers in education who do not want to raise matters direct with their employer. Referrals can be made at: <a href="http://www.education.gov.uk/contactus">www.education.gov.uk/contactus</a>.</p> <p>Volunteer staff who have concerns about our school/trust should complain through this complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.</p>
<ul style="list-style-type: none"> <li>• Staff grievances</li> </ul>	Complaints from staff will be dealt with under the Trust's internal grievance procedures.
<ul style="list-style-type: none"> <li>• Staff conduct</li> </ul>	<p>Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.</p>
<ul style="list-style-type: none"> <li>• Data Protection and the handling of personal data</li> </ul>	Complaints or concerns around the handling of personal data will be dealt with under our Data Protection Complaints Policy
<ul style="list-style-type: none"> <li>• Complaints regarding third parties who may use the trust/school facilities</li> </ul>	All complaints concerning this should be directed to the service provider directly.
<ul style="list-style-type: none"> <li>• Serial, unreasonable or vexatious complaints</li> </ul>	These will be dealt with under our managing serial, unreasonable and vexatious complaints policy

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against Oak Learning Partnership in relation to their complaint, we will consider whether to suspend the complaints procedure until those legal proceedings have concluded

### Resolving complaints

At each stage in the procedure, Oak Learning Partnership wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made

- an undertaking to review school policies in light of the complaint
- an apology.

### **Withdrawal of a complaint**

Once a complaint has been raised, it can be resolved or withdrawn at any stage. In all stages of a complaint, a Headteacher may refer the matter to a member of the Trust Executive Leadership Team.

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

### **Stage 1 – Informal complaints**

It is hoped that most concerns can be expressed and resolved on an informal basis. Concerns should be raised with the member of staff best placed to help, such as the pupil's class teacher, SENCO, head of year, subject lead, or the Headteacher.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the School Business/Operations Manager will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, they will refer you to the School Business/Operations Manager. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Oak Learning Partnership will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

Complainants should not approach individual governors/trustees to raise concerns or complaints. They have no power to act on an individual basis, and it may also prevent them from considering complaints at a later stage of the procedure.

Complaints can be made in person, in writing or by telephone.

The person discussing the complaint will seek to clarify the nature of the complaint, and what outcome the complainant would like to see. This could be a face-to-face meeting, or telephone call, whichever is deemed most appropriate.

At the conclusion of their investigation, the appropriate person investigating the complaint will provide an informal written response within 15 school days of the date of receipt of the complaint.

If the issue remains unresolved, the next step is to make a formal complaint and the details of how to do this will be included in the written response.

### **Stage 2 – Formal Complaint**

Formal complaints must be made to the Headteacher (unless they are about the Headteacher), via the school office. This may be done in person, by email or in writing (preferably on the Complaint Form), within 10 school days (in term time) of receiving the informal written response from Stage 1.

The school will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days within term time.

Within this response, the Headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this.

*Note: The Headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.*

During the investigation, the Headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Headteacher will provide a formal written response within 20 school days of the date of receipt of the complaint during term time. If the Headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school/trust will take to resolve the complaint.

The Headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

If the complaint is about the Headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled member of trust staff will be appointed to complete all the actions at Stage 2, and the complaint should be sent to [enquiries@oaklp.co.uk](mailto:enquiries@oaklp.co.uk).

### **Stage 3 – Complaint to an Executive Leader of the Trust**

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3.

A request to escalate to Stage 3 must be made to the Clerk to the Trust Board via the Trust Central Team, within 10 school days of receipt of the Stage 2 response during term time. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days during term time.

The Executive leader will carry out an investigation and consider all the available evidence including that which was gathered at previous stages of the complaint.

At the conclusion of their investigation, the Executive leader will provide a formal written response within 20 school days of the date of receipt of the complaint during term time.

If they are unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school/trust will take to resolve the complaint.

The Executive leader will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 3.

#### **Stage 4 – Panel Hearing**

If the complainant is dissatisfied with the outcome at Stage 3 and wishes to take the matter further, they can escalate the complaint to Stage 4 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with at least one panel member who is independent of the management and running of the school. This is the final stage of the complaints procedure.

A request to escalate to Stage 4 must be made to the Clerk to the Trust Board via the Trust Central Team, within 10 school days of receipt of the Stage 3 response during term time. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days during term time.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 20 school days of receipt of the Stage 4 request during term time. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

If the complaint is:

- jointly about the Chair and Vice Chair of the Trust Board or
- the majority or entire Trust Board or
- the CEO

Stage 4 will be heard by a totally independent panel.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

*Note: Complaints about staff conduct will not generally be handled under this complaints procedure. Complainants will be advised that any staff conduct complaints will be considered under (Human Resources) staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.*

Representatives from the media are not permitted to attend.

As soon as practicably possible before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 10 school days before the meeting.

Any written material will be circulated to all parties at least 5 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented.

The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and school/trust with a full explanation of their decision and the reason(s) for it, in writing, within 15 school days during term time.

The letter to the complainant will include details of how to contact the Department for Education (DfE) ([Complain about a school to the Department for Education - GOV.UK](https://www.gov.uk/government/organisations/department-for-education)) if they are dissatisfied with the way their complaint has been handled.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions the school/trust will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection on the school premises by the proprietor and the head teacher.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

All correspondence statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

### **Complaints escalated to the trust about the Trust, or a Trustee**

If a complaint is escalated to the trust or if a complainant wishes to complain directly about the trust, then the complaint should be sent to the CEO to be investigated.

The CEO will write to the complainant acknowledging the complaint within 5 school days of the date that the written request was received. The acknowledgement will confirm that the complaint will now be investigated under Stage 3 of this Complaints Policy and will confirm the date for providing a response to the complainant. This will then follow the process detailed under Stage 3

### **Next Steps**

If the complainant believes the school / trust did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the DfE after they have completed Stage 4.

The DfE will not normally reinvestigate the substance of complaints or overturn any decisions made by Oak Learning Partnership. They will consider whether the school/trust has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed Part 7 of the Education (Independent School Standards) Regulations 2014.

The complainant can refer their complaint to the DfE online at: [Complain about a school to the Department for Education - GOV.UK](#), or by writing to:

Ministerial and Public Communication Division  
Department for Education  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD



## Appendix 1: Complaints Procedure form

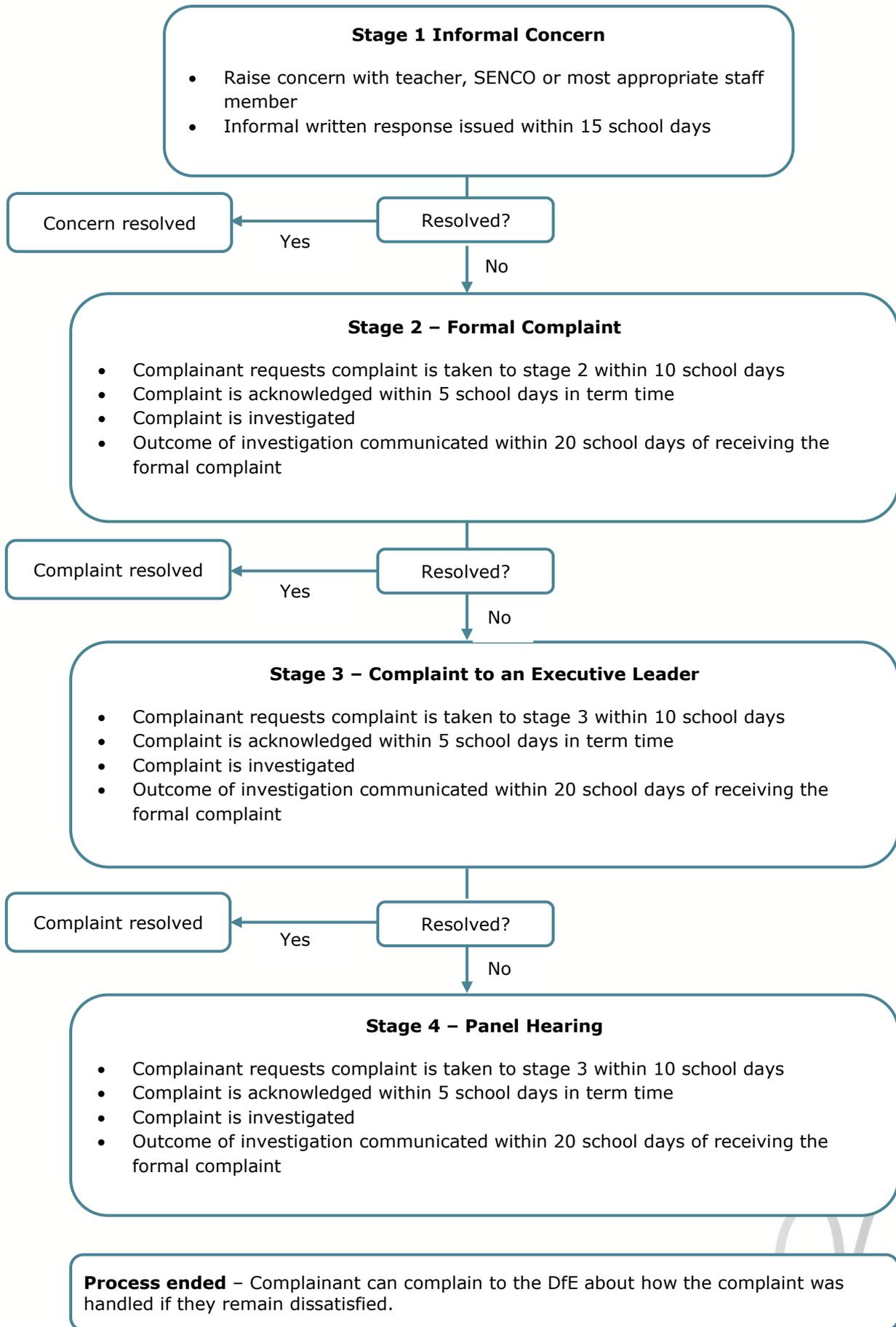
Name:	Address:
Daytime telephone number:	
Evening telephone number:	
Email:	Postcode:
Which school/setting does your complaint concern?	
Which stage in our Complaints Procedure have you now reached? (Stage 1, Stage 2, Stage 3 or Stage 4?)  For Stage 2, Stage 3 and Stage 4 complaints, please explain what steps you have taken in previous Stages, and what actions the school taken in response.	
What is your complaint concerning, and what action would you like the Trust to take?	
Signed:	Date:



## Appendix 2: Timescales for Complaints Received in Term Time

STAGE OF COMPLAINT	Complainant	School	Executive Leadership of the Trust	Clerk to the Trust Board
<b>STAGE 1: Informal Concern</b>	Raise with class teacher / member of school staff within <b>3 months</b>	Discussion to take place and informal written response provided within <b>15 school days</b> in term time	No action	No action
<b>STAGE 2: Formal Complaint to Headteacher</b>	Complaint in writing to headteacher within <b>10 school days</b> of informal written response provided at Stage 1	Acknowledge receipt within <b>5 school days</b> of receipt (within term time)  Written response within <b>20 school days</b> (within term time) of date of acknowledgement	No action	No action
<b>STAGE 3: Complaint to an Executive Leader of the Trust</b>	Write to Clerk to the Trust Board within <b>10 school days</b> of the date of the headteacher's written response provided under Stage 2	No action	Send outcome of investigation to complainant and headteacher within <b>20 school days</b> (in term time) of date of acknowledgement	Acknowledge receipt within <b>5 school days</b> (in term time) No action
<b>STAGE 4: Complaint to an Independent Appeal Panel</b>	Write to the Clerk to the Trust Board within <b>10 school days</b> (in term time) of date of response from the Executive Leader provided under Stage 3  Supply the clerk to the Trust Board with documents and written evidence no later than <b>10 days</b> before the hearing	No action	No action	Acknowledge receipt within 5 school days (in term time) and convene an Independent Appeal Panel within <b>20 school days</b> (if term time) of date of acknowledgement, giving <b>5 days'</b> notice of hearing Distribute documents and written evidence no later than <b>5 days</b> before the hearing Send written response explaining outcome of the Independent Appeal Panel hearing within <b>15 school days</b> (in term time)
<b>Complaints to DfE</b>	Complainant must lodge complaint within 12 months of the date of the Independent Appeal Panel's decision.			

### Appendix 3: Complaint flowchart



## Appendix 4 – Managing serial, unreasonable and vexatious complaints

Oak Learning Partnership defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

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

**Please note:** the above list is not intended to be exhaustive and is for guidance purposes only. It is at the discretion of the trust what is deemed to be unreasonable.

Complainants should try to limit their communication with the school that relates to their 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 trust will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively

contact Oak Learning Partnership and any of its schools causing a significant level of disruption, we may:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term, in a communication plan.
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary

This will be reviewed after six months.

### **Barring from the Premises**

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 any Oak Learning Partnership school's premises and ensuring appropriate measures of support are provided to staff where they are the subject of aggression and/or violence.

If an individual's behaviour is a cause for concern, the Headteacher will ask the individual to leave the premises. If the Headteacher decides to bar an individual from entering the premises, they will notify the parties involved in writing, explaining their implied license for access to the premises has been temporarily revoked and why, subject to any representations that the individual may wish to make. The Headteacher will advise the individual how long the bar will be in place, and when the decision will be reviewed.

