



Statement on Persistent Correspondence

This policy should be read in conjunction with DfE's best practice guidance for school complaints procedures and the The Mark Way Complaints Procedure

*Adopted by Governors Autumn 2 2023
To be reviewed Autumn 2 2025*

The Mark Way School

Statement on Persistent Correspondence

When we will stop responding to communication

The decision to stop responding should never be taken lightly. It will normally be when:

- we have taken every reasonable step to address the complainant's concerns
- the complainant has been given a clear statement of our position and their options
- the complainant contacts us repeatedly, making substantially the same points each time

The case to stop responding will be stronger if one or more of these statements are true:

- their letters, emails, or telephone calls are often or always abusive or aggressive
- they make insulting personal comments about or threats towards staff
- we have reason to believe the individual is contacting us with the intention of causing disruption or inconvenience

We will not stop responding just because an individual is difficult to deal with or asks complex questions.

Communication strategy for persistent correspondents

If an individual's behaviour is causing a significant level of disruption, regardless of whether or not they have raised a complaint, we may implement a tailored communication strategy. For example, we may:

- restrict the individual to a single point of contact via an email address
- limit the number of times they can make contact, such as a fixed number of contacts per term

However, regardless of the application of any communication strategy, we will provide parents and carers with the information they are entitled to under The Education (Pupil Information) (England) Regulations 2005, within the statutory time frame.

Different procedures apply to freedom of information (FOI) and data protection (DP) correspondence.

We will always act reasonably and consider any new complaint. Anyone has the right to raise a new complaint at any time. If we find it difficult to deal with a person who is behaving unreasonably and other strategies are not working, we may approach our local governor services team to ask for assistance.

We may also suggest that the complainant asks a third party to act on their behalf, such as the local Citizen's Advice.

If an individual persists to the point that may constitute harassment, we will seek legal advice.

Once we have decided that it's appropriate to stop responding, we will inform the individual concerned.

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