



Policy on Managing Unreasonable and Vexatious Communication

Developed by:	John Walker/Ian Dewes
Approved by:	Anita Breeze
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Version	1

1. Policy Statement and Purpose

This policy sets out the school's approach to managing individuals whose actions, correspondence, or behaviour are considered unreasonable, vexatious, or disproportionately demanding of school time and resources.

The purpose of this policy is to:

- Ensure that school staff can carry out their duties efficiently and effectively without undue harassment, distraction, or excessive demand.
- Define what constitutes unreasonable or vexatious behaviour.
- Establish clear and fair procedures for responding to and managing such behaviour.
- Protect staff from abuse, intimidation, and unreasonable demands.

2. Definition of Unreasonable and Vexatious Actions

Unreasonable or vexatious actions are defined as any behaviour that, because of its frequency, persistence, demand, or nature, significantly hinders the school's operations, interferes with staff duties, or causes distress to staff members.

This includes, but is not limited to:

A. Communication and Correspondence

- **Excessive Communication:** Sending a disproportionate number of emails, letters, or making excessive phone calls about issues that have already been addressed, or where the volume of communication itself constitutes harassment.
- **Insistence on Unreasonable Outcomes:** Persisting in the pursuit of an issue after due process has been completed and the matter has been fully and properly addressed, and where no new evidence has been provided.
- **Lengthy or AI-Generated Content:** Sending communications that are excessively long, often generated using AI tools, making it unreasonably time-consuming for staff to read, summarise, and respond.

The school/trust reserves the right to request a concise summary of the core issue.

- **Demands for unreasonable Resources:** Demanding responses within unreasonable timescales, demanding meetings with specific staff members without legitimate reason, or demanding access to information beyond what is required by law or reasonable policy.
- **Abusive or Threatening Language:** Using profane, abusive, insulting, intimidating, or derogatory language towards any member of the school community.

B. Behaviour and Actions

- Recording staff (audio or video) without prior consent, unless otherwise agreed upon by the Headteacher or permitted by law.
- Harassing, bullying, or intimidating staff, pupils, or other parents/carers.
- Failing to observe the school's general policies (e.g., safeguarding, code of conduct for parents/carers).

3. Procedures for Managing Unreasonable and/or Vexatious Actions

Trust staff should report any behaviour they deem to be vexatious or unreasonable to the Headteacher or CEO.

Step 1: Initial Review and Warning

* The Headteacher will review the reported behaviour and, if they deem it to meet the criteria for vexatious actions, will issue a Formal Written Warning, unless the matter is so serious as to require immediate action.

* This warning will clearly define why the behaviour is considered vexatious, refer to this policy, and state the consequences of continuation.

* The warning will also outline the reasonable level of future contact the school will maintain (e.g., limiting responses to one per week, requesting concise communication).

Step 2: Implementation of Management Strategy

If the unreasonable or vexatious behaviour continues after the formal written warning, the Headteacher, in consultation with the CEO, may implement a Management Strategy. This may include:

- Single Point of Contact (SPOC): Limiting all future communication to a single, named member of staff. All other staff will be instructed not to respond.
- Designate communication process - e.g. online form
- Method of Contact Restriction: Restricting the method of contact (e.g., only via postal letter, or a single monthly email).
- Refusal to Engage: Informing the individual that the school will no longer reply to lengthy, AI-generated, or repeated correspondence that seeks to reopen matters already concluded.
- Temporary Suspension: Suspending the individual's right to attend non-essential school events (e.g., assemblies, fetes) if their behaviour risks disrupting the school environment.
- Legal Action: In cases of severe abuse or harassment, the school reserves the right to seek a restraining order or refer the matter to the police.

Step 3: Notification and Review

- The individual will be formally notified in writing of the Management Strategy being applied and the duration (if applicable). See appendix 1, "Formal Notification Regarding Communication Protocol".
- The Strategy will be reviewed by the Headteacher (and/or Governors) at appropriate intervals to determine if the restrictions can be lifted.

4. Ensuring Access and Fairness

This policy will be applied fairly and consistently. Applying this policy does not mean the school will refuse to address legitimate concerns or complaints. The school will always ensure essential communication about a pupil's welfare, academic progress, or safeguarding remains accessible, albeit within the defined limits of the Management Strategy.

5. Use of the Policy

The use of this policy is expected to be limited to situations where attempts to manage communication and interaction have been unsuccessful. Any actions taken using this Policy will be open to the Complaint Policy or other reviews.

Appendix 1: Formal Notification Regarding Communication Protocol

[Date]

Subject: Unreasonable Communication and Implementation of School Policy

Dear [Parent/Carer Name],

This letter serves as a Formal Written Notification regarding the volume and nature of your correspondence with the school over the past [Insert Timeframe, e.g., month/term]. This notification is issued under the terms of the school's Policy on Managing Unreasonable and Vexatious Actions, a copy of which is available on our website.

1. Unreasonable and Vexatious Actions

The school values constructive communication with all parents/carers. However, your recent actions have significantly exceeded a reasonable level of engagement, placing an undue burden on staff time and resources. Specifically, we draw your attention to the following:

Excessive Volume: You have sent [Number] emails within the last [Timeframe] regarding [Briefly State the Issue/Topic], which has already been fully addressed in our communication dated [Insert Date of Final Response]. Sending multiple communications that seek to reopen concluded matters is defined as an unreasonable action.

- **Use of AI-Generated Content:** The recent emails contain lengthy, complex passages often quoting legal statutes, guidance, and policy documents. It is clear this content has been generated using Artificial Intelligence (AI) tools.
- **Inaccurate Legal Interpretation:** Upon review, the legal and policy quotes included in your AI-generated correspondence are often taken out of context, incorrectly cited, or misrepresent the school's statutory duties and the relevant guidance.
- **Spending extensive staff time attempting to decipher, correct, and respond to these lengthy and inaccurate AI-generated submissions diverts resources away from our core duty of educating and supporting all pupils.**

2. Required Changes and Future Protocol

Going forward, the school will implement the following changes to our communication protocol regarding your correspondence, in line with our policy:

- **Concise Communication Required:** We will not read or respond to any email or written submission that is clearly AI-generated, excessively lengthy, or exceeds [Specify Limit, e.g., 250 words] without a clear, human-written summary of the single core issue you wish to address.
- **No Action on vexatious or unreasonable content:** Any future correspondence that attempts to reopen matters already concluded or repeats previously addressed claims will be filed without further action or reply.
- **Single Point of Contact (SPOC):** All future communication must be directed exclusively to [Insert Staff Name/Title, e.g., Headteacher's PA] at [Insert Email Address]. Any emails sent to other members of staff will be deleted unread.
- **Response frequency:** We will commit to reviewing and responding to one single, legitimate, and concisely stated query per week.

This restriction is necessary to protect staff time and ensure that our resources are allocated fairly across all school operations.

We trust that you will adhere to this revised communication protocol. Should the unreasonable and vexatious communication continue, further steps, including full restriction of contact, will be implemented.

Yours sincerely,