



St. Peter & St. Paul CE Primary School, Burgh-le-Marsh
 "Striving for excellence together in a caring Christian community."



RESPECT COMPASSION COURAGE

MANAGING SERIAL AND UNREASONABLE COMPLAINTS INCLUDING AI-GENERATED COMPLAINTS AND COMMUNICATIONS

Responsible: Governing Body

Approved: July 2023

To be reviewed: In the event of updates from LCC or the DfE, as part of case review or annually – whichever is sooner

Last reviewed: July 2024, November 2025, February 2026 (new section on AI-communication)

Note: This policy also applies to unreasonable or persistent contact not directly associated with, or resulting from, formal complaints.

Our school 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 our school. 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.

Our school 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, 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 incompatible with the procedure or 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 immediately and to their own timescales
- makes unjustified complaints about staff and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint despite previous investigations concluding that it is groundless or has been addressed
- refuses to accept the findings of the investigation where the procedure has been fully implemented, including referral to the Department for Education

- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact in person, in writing, by email or 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

Complainants should try to limit their communication with the school while the complaint is being progressed. It is not helpful if repeated correspondence is sent (in any form), as it can delay the outcome being reached.

Whenever possible, the headteacher or Chair of Governors will discuss 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 our school causing a significant level of disruption, we may specify communication methods 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 and communicate our actions in writing. This may include barring an individual from our school.

AI-Generated Complaints and Communications

Our school recognises that digital tools, including Artificial Intelligence (AI), may be used to draft written communications. While the school will always consider the substance of a concern or complaint, the following principles apply to AI-generated or automated communications:

- **Authenticity of the complainant:** Complainants must be identifiable and accountable for the content of any communication submitted. Where messages appear AI-generated, automated, mass-produced, or sent using placeholders (e.g. "*Dear [Insert Recipient]*"), the school may request clarification or resubmission to confirm authorship and intent.
- **Requirement for meaningful engagement:** Complaints that appear to be produced by AI without personal knowledge of events, or that contain inaccurate or generic information inconsistent with the situation, may be treated as **vexatious or unreasonable** where they impede a fair and proportionate investigation.
- **Use of multiple external recipients:** Communications that copy in multiple external individuals, organisations, media outlets or agencies without legitimate purpose may be considered

unreasonable if they create undue pressure, escalate matters unnecessarily, or hinder proportionate investigation.

- **Automated complaint-generation or bulk-emailing tools:** Messages generated or distributed using AI systems, bots or bulk-email services may be restricted or treated as unreasonable if the frequency, volume or content interferes with the school's ability to manage concerns effectively.

Unclear or Misdirected Communications

- Communications addressed generically (e.g. "*Dear [Insert Recipient]*") or sent to multiple school accounts simultaneously may delay the complaint process. The school may ask the complainant to resend their communication to the appropriate address, confirming the intended recipient, the issue raised and the desired outcome.
- Where a complainant repeatedly submits misdirected, incomplete, automated or placeholder-based messages, such behaviour may be managed under the procedures for **serial and unreasonable complaints**.

Expectation of Personal Responsibility

Regardless of how a communication is drafted, the complainant is responsible for:

- ensuring the information is accurate
- engaging constructively and proportionately
- responding to reasonable requests for clarification
- avoiding excessive, repetitive or mass-distributed correspondence

Where AI-generated or automated messages contribute to a pattern of unreasonable behaviour, the provisions of this policy — including communication limits or restrictions — may be applied.