

Ysgol Cybi

Rheoli Cyswllt – Gweithdrefn Gweithredoedd Annerbyniol gan Gwsmeriaid mewn Ysgolion / *Managing Contact – Unacceptable Actions by Customers in Schools Procedure*

Dyddiad wedi ei fabwysiadu gan y Corff Llywodraethu // Date adopted by Governing Board <i>(bydd hefyd angen cofnodi hyn yng nghofnodion y cyfarfod lle cafodd ei dderbyn a'i fabwysiadu // should also be recorded in the minutes of the meeting where it was accepted and adopted)</i>	3/12/24
Cadeirydd y Llywodraethwyr (llofnod) Chair of Governors (signature)	
Pennaeth (llofnod) Headteacher (signature)	
Dyddiad adolygu // Date of review <i>(3 mlynedd o fabwysiadu, os nad yw wedi ei ddiweddaru gan yr ALL // 3 years from adoption, unless policy updated)</i>	Tymor yr Hydref 2027 Autumn Term 2027

Fersiwn 1- Hydref 2024 / Verson 1- October 2024

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F1/V1	Hydref 2024 / October 2024	Gweithdrefn newydd / New Procedure.

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Rydym yn hapus i ddarparu'r polisi hwn ar ffurfiau eraill ar gais. Defnyddiwch y manylion cyswllt uchod. / *We are happy to provide this policy in alternative formats on request. Please use the above contact details.*

Dogfen:

Polisi templed ar pa gamau y mae angen i ysgol eu cymryd i sicrhau bod y prosesau perthnasol ar waith mewn perthynas â Rheoli Cyswllt, Gweithredoedd Annerbyniol gan Gwsmeriaid mewn Ysgolion

Document:

Policy template on what actions the school needs to take to ensure that the relevant processes are in place for managing Contact in regards to Unacceptable Actions by Customers in Schools

Cyfrifoldeb:

Cyfrifoldeb llywodraethwyr yr ysgol a'r pennaeth/y person sy'n gyfrifol yn yr ysgol yw sicrhau bod gweithdrefnau ar waith i sicrhau bod yr ysgol yn cydymffurfio.

Responsibility:

It is the responsibility of the school governors and headteacher/person responsible at the school to ensure procedures are in place to ensure that the school complies.

Cynnwys

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1. Nod y weithdrefn hon

Pwrpas y ddogfen hon yw rhoi proses glir i ysgolion ei dilyn wrth ddelio â'r ambell i gwsmer sy'n cymryd gweithredoedd annerbyniol neu'n ymddwyn yn annerbyniol. Mae'r broses hon yn berthnasol ar gyfer unrhyw berson sy'n cysylltu â'r ysgol.

2. Disgwyliadau annerbyniol a dyfalwch

Fel corff llywodraethol, rydym yn ymrwymedig i ddarparu amser ac adnoddau cymesur i unrhyw riant/gofalwr sydd â chysylltiad â'r ysgol. Mae'r pennaeth a'r staff yn delio â chwynion fel rhan o reolaeth ddyddiol yr ysgol, yn unol â pholisi a gweithdrefn cwynion yr ysgol. Ymdrinnir â'r mwyafrif o gwynion yn anffurfiol, a chânt eu datrys yn gyflym, yn sensitif ac i foddhad y cwynwr. Fodd bynnag, mae rhai achlysuron ble mae cwynwyr yn ymddwyn yn afresymol wrth godi ac/neu fynd ar drywydd cwynion. Canlyniad hyn yw bod gweithredoedd y cwynwr yn cychwyn effeithio'n negyddol ar rediad dyddiol yr ysgol ac yn cael effaith uniongyrchol neu anuniongyrchol ar les y disgyblion ac/neu'r staff yn yr ysgol drwy eu rhwystro rhag darparu amser cymesur i rieni/gofalwyr pan fyddant yn cysylltu â'r ysgol.

Mae enghreifftiau o weithredoedd sy'n cael eu grwpio dan y pennawd hwn yn cynnwys:

- ymddygiad sy'n obsesiynol, yn barhaus, yn aflonyddgar, yn doreithiog neu'n ailadroddus;
- galwadau ffôn, e-byst neu lythyrau gormodol;
- anfon gohebiaeth ddyblyg;
- gwrthod derbyn penderfyniad neu esboniad parhaus pan nad yw'r canlyniad yn foddhaol i'r cwynwr ond na ellir ei newid, e.e., os yw'r canlyniad a ddymunir y tu hwnt i gylch gwaith yr ysgol oherwydd ei fod yn anghyfreithlon;
- parhau i gysylltu â'r ysgol ar ôl i benderfyniad gael ei wneud am yr un materion neu faterion tebyg, heb gyflwyno gwybodaeth newydd neu berthnasol;
- mynnu ymatebion o fewn amserlen afresymol neu wybodaeth nad yw'n berthnasol;
- gwrthod cydweithredu â pholisïau a gweithdrefnau'r ysgol;
- codi materion sy'n amhriodol i gais neu gŵyn neu newid sylwedd cais neu gŵyn dro ar ôl tro;
- cysylltu neu fynnu siarad ag aelod o staff yn yr ysgol dro ar ôl tro nad yw'n delio'n uniongyrchol â chais neu gŵyn;
- defnyddio Ceisiadau Rhyddid Gwybodaeth yn ormodol ac yn afresymol.

At ddibenion y polisi hwn, “aflonyddu” yw dilyn gweithredoedd fel yr uchod yn afresymol mewn ffordd sy’n:

- Ymddangos fel eu bod wedi’u targedu dros gyfnod arwyddocaol o amser, tuag at un neu fwy o aelodau staff; ac/neu
- Achosï straeln parhaus i aelod/aelodau unigol o staff; ac/neu
- Cael effaith arwyddocaol o anffafriol ar yr ysgol gyfan/rhannau o’r ysgol; ac/neu’n
- Cael eu dilyn mewn ffordd y gellir ei ganfod yn frawychus ac/neu’n ormesol gan y derbynnydd/derbynnyddion. Gallai hyn gynnwys sefyllfaoedd lle mae galwadau neu feirniadaeth barhaus, er nad ydynt yn edrych yn orchmynnol neu’n ddifrifol pan edrychir arnynt ar wahân, yn cael yr effaith gronnol dros amser o danseilio hyder, lles ac iechyd.

3. Terfynu galwad ffôn

Gall staff ysgol derfynu galwad os ydynt yn ddarostyngedig i’r ymddygiadau yr amlinellir uchod.

- Cyn cymryd y cam hwn, rhybuddir y rhiant/gofalwr unwaith y bydd eu hymddygiad yn peri pryder, er mwyn rhoi’r cyfle iddynt gymedroli eu hymddygiad. Os bydd yr ymddygiad yn parhau, ni roddir rhybuddion pellach a bydd yr alwad yn dod i ben.
- Bydd staff ysgol sy’n terfynu galwad yn adrodd ar hyn i’r pennaeth. Yn dilyn galwad wedi’i therfynu, os yw’r rhiant/gofalwr yn cysylltu ymhellach ac nad yw’r ymddygiad wedi newid, gall y pennaeth gyfyngu ar gyswllt dros y ffôn am un diwrnod. Bydd y penderfyniad hwn yn cael ei gofnodi a’i gyfleu cyn gynted â phosibl i’r staff ysgol sy’n cymryd galwadau rheng flaen.
- Os na fydd y rhiant/gofalwr yn newid eu hymddygiad, rhoddir ystyriaeth bellach i reoli cyswllt yn ffurfiol rhwng y rhiant/gofalwr a’n hysgol.

4. Ystyried pa bryd i reoli cyswllt

Yn y nifer fach iawn o achosion lle mae gweithredoedd neu ymddygiad rhiant/gofalwr yn herio gallu ein hysgol i ddarparu gwasanaeth diogel ac effeithiol i bawb, bydd y pennaeth yn hysbysu’r cwynwr ar lafar bod ei ymddygiad yn mynd yn afresymol/annerbyniol ac, os na chaiff ei addasu, gellir cymryd camau yn unol â’r polisi hwn. Bydd hyn yn cael ei gadarnhau’n ysgrifenedig gan y pennaeth neu ei aelod dirprwyedig o staff [ML1].

Mae’r corff llywodraethol yn rheoli’r cyswllt drwy:

- gyfyngu ar gyswllt i ffurf benodol, er enghraifft, gall y rhiant/gofalwr gael ei gyfyngu i gysylltu â’r ysgol drwy e-bost neu lythyr yn unig;
- cyfyngu galwadau ffôn i ddiwrnodau ac/neu amseroedd penodol;
- trefnu un pwynt cyswllt ar gyfer pob gohebiaeth yn y dyfodol;

- contract ymddygiad cytunedig, sy'n nodi'r hyn a ddisgwylir gan y rhiant/gofalwr, i'w lofnodi gan y rhiant/gofalwr;
- rhoi gwybod i'r rhiant/gofalwr y bydd gohebiaeth yn y dyfodol yn cael ei darllen a'i ffeilio ond dim ond os oes angen ymateb i wybodaeth newydd sylweddol;
- lle bynnag y bo'n bosibl, byddwn yn ymdrechu i sicrhau y bydd o leiaf un llinell gyswllt yn parhau i fod ar gael.

Gwneir penderfyniadau ynghylch sut i reoli cyswllt yn ffurfiol gan y pennaeth fesul achos. Er enghraifft, ble mae:

- staff yr ysgol yn ei chael hi'n anodd cael eu clywed, neu'n teimlo'n ofidus, dan fygythiad, yn cael eu bwlio neu eu bychanu gan y cysylltiadau;
- mae'r cyswllt yn rhywiaethol, yn hiliol, yn ddiwylliannol amhriodol, etc.;
- bod rhiant/gofalwr yn mynnu bod amser anghymesur yn cael ei dreulio mewn perthynas ag amgylchiadau'r mater, neu'n gwneud galwadau afresymol am weithredu gan yr ysgol;
- bod cyswllt ailadroddus nad yw'n cael ei haeddu o dan amgylchiadau'r achos;
- bod bygythiadau anghymesur yn erbyn staff ysgol, camau cyfreithiol ac ati;
- mae'r rhiant/gofalwr yn anghenus iawn, yn emosiynol yn heriol, neu'n ymddangos ei fod yn dod yn ddibynnol ar staff ysgol penodol;
- mae yna herio penderfyniadau dro ar ôl tro.

Lle bynnag y bo'n bosibl, rhoddir cyfle i riant/gofalwr addasu ei ymddygiad neu ei weithredoedd cyn gwneud penderfyniad. Os na chaiff ymddygiad y cwynwr ei addasu, bydd y pennaeth yn hysbysu'r cwynwr yn ysgrifenedig [ML2] bod yr ysgol bellach yn ystyried bod ei ymddygiad yn afresymol/anrbyniol, ac felly, yn dod o fewn telerau'r polisi hwn. Bydd y llythyr yn amlinellu sut y bydd cyswllt yn cael ei reoli, y rhesymau pam y gwnaed y penderfyniad hwn, pa mor hir y bydd unrhyw gyfyngiad ar waith, pryd y caiff ei adolygu a'r hawl i apelio yn erbyn y penderfyniad.

Mewn achosion o ymddygiad ymosodol corfforol neu lafar, bydd yr ysgol yn gofyn am gyngor gan y Gwasanaeth Dysgu, ac yn ystyried rhybuddio'r cwynwr ynghylch ei wahardd o safle'r ysgol; neu symud ymlaen ar unwaith i waharddiad dros dro.

Gellir ystyried cwynion newydd cyfreithlon o hyd, hyd yn oed os yw'r person sy'n eu gwneud yn ddarostyngedig i delerau'r polisi hwn, neu wedi bod. Mewn materion o'r fath, gall y Gwasanaeth Dysgu hefyd gynghori'r ysgol.

Os caiff ymddygiad cwyno/aflonyddu parhaus cwynwr ei addasu ac yna'i aildechrau'n ddiweddarach, o fewn cyfnod rhesymol o amser, yna gall yr ysgol aildechrau'r broses a nodir uchod, ar lefel briodol. O dan yr amgylchiadau hyn, gall y Gwasanaeth Dysgu gynghori'r ysgol.

5. Apelio penderfyniad

Gall y rhiant/gofalwr apelio yn erbyn penderfyniad y pennaeth i reoli cyswllt o fewn 20 diwrnod gwaith o'i dderbyn, drwy ysgrifennu at glerc y llywodraethwyr drwy'r ysgol a fydd yn trefnu i'r mater gael ei drin yn unol â gweithdrefn gwyno'r ysgol.

LLYTHYR MODEL 1: LLYTHYR CYCHWYNNOL YN HYSBYSU CWYNWR BOD EI YMDDYGIAD YN CAEL EI YSTYRIED FEL YMDDYGIAD SY'N IS NA SAFON RESYMOL/DERBYNIOL - DANFONIAID WEDI'I GOFNODI

Annwyl

Mae'r llythyr hwn i'ch hysbysu bod yr ysgol yn ystyried eich gweithredoedd [disgrifiwch weithredoedd, dyddiadau, ymddygiad] ar pan wnaethoch yn weithredoedd afresymol/annerbyniol [dilëwch fel y bo'n briodol].

Gofynnwn i chi gadw i gof y gall ymddygiad o'r fath ar safle'r ysgol fod yn aflonyddgar ac yn drallodus i ddisgyblion, staff a rhieni/gofalwyr [dilëwch os na ddigwyddodd yr ymddygiad y cwynir amdano ar safle'r ysgol, e.e., defnydd cyson o e-byst, galwadau ffôn ymosodol ar lafar].

Rydym yn ymwybodol eich bod wedi codi rhai pryderon, a byddem yn eich cyngori mai'r ffordd fwyaf effeithiol o ymdrin â'r rhain fel arfer yw drwy weithdrefn gwyno'r ysgol. Ar hyn o bryd, rydym yn ymdrin â'r materion hyn drwy [disgrifiwch y gweithredoedd sy'n cael eu cymryd i ddatrys pryder].

Yn gywir

Y Pennaeth

LLYTHYR MODEL 2: HYSBYSU CWINWR BOD EI YMDDYGIAD BELLACH YN DISGYN O DAN DELERAU'R POLISI SY'N YMDRIN Â CHWYNION/AFLONYDDU PARHAUS NEU FLINDERUS - DANFONIAD WEDI'I GOFNODI

Annwyl

Fe gofiwch imi ysgrifennu atoch ar [nodwch y dyddiad] yn dweud wrthyich fy mod yn teimlo bod eich ymddygiad yn afresymol. Rwy'n ysgrifennu atoch yn awr i roi gwybod i chi, o ystyried eich ymddygiad ar [ddyddiad], pan wnaethoch [disgrifio gweithredoedd/ymddygiad], bod penderfyniad wedi'i wneud i "Rheoli Cyswllt – Gweithdrefn Gweithredoedd Annerbyniol gan Gwsmeriaid mewn Ysgolion" fod yn berthnasol o ddyddiad y llythyr hwn.

Dan yr amgylchiadau hyn, rwyf wedi gwneud y trefniadau canlynol ar gyfer eich cyswllt â'r ysgol yn y dyfodol: [*Dileu A neu B fel y bo'n berthnasol]

*A Am y chwe mis nesaf, os hoffech gwrdd ag unrhyw aelod o staff, byddwn yn gofyn i chi nodi: (a) bydd pob cyfathrebiad arferol, gan gynnwys unrhyw gais am gyfarfod rhyngoch chi a'r ysgol, trwy lythyr yn unig. Mae angen cyfeirio llythyrau oddi wrthyich at gyda chyfeiriad yr ysgol; Ni fydd gohebiaeth e-bost yn cael ei hateb; (b) bydd apwyntiad yn cael ei drefnu a'i gadarnhau'n ysgrifenedig cyn gynted â phosibl; (b) bydd trydydd parti o'r ysgol yn bresennol; (c) er budd pob parti, caniateir gwneud nodiadau ffurfiol o'r cyfarfod hwn.

*B Am y chwe mis nesaf, ni fydd unrhyw gyfarfod sy'n deillio o unrhyw gyfathrebu ysgrifenedig â'r ysgol yn cael ei gynnal gan aelod o staff, ond fe'i cynhelir gan sy'n cynrychioli'r ysgol.

Gofynnwn i chi nodi: (a) bydd yr holl gyfathrebu arferol, gan gynnwys unrhyw gais am gyfarfod rhyngoch chi a'r ysgol, ar ffurf llythyr yn unig. Mae angen cyfeirio llythyrau oddi wrthyich at gyda chyfeiriad yr ysgol; Ni fydd gohebiaeth e-bost yn cael ei hateb; (b) bydd apwyntiad yn cael ei drefnu a'i gadarnhau'n ysgrifenedig cyn gynted â phosibl; (b) bydd trydydd parti yn bresennol; (c) er budd pob parti, caniateir gwneud nodiadau ffurfiol o'r cyfarfod hwn.

Nid yw'r trefniadau hyn yn berthnasol i unrhyw argyfwng sy'n cynnwys [mewnosod enw'r disgybl] – ac os felly dylech gysylltu â'r ysgol yn y ffordd arferol. Er bod y trefniadau hyn ar waith, mewn perthynas â mynediad arferol at wybodaeth sydd ar gael ar nosweithiau rhieni, darperir hwn mewn adroddiad ysgrifenedig cryno.

Mae'r trefniadau hyn yn dod i rym ar unwaith. Os dymunwch wneud cynrychiolaeth ynghylch cynnwys y llythyr hwn, y gallai gynnwys unrhyw fynegiant o edifeirwch ar eich rhan chi ac unrhyw sicrwydd rydych yn barod i'w roi ynghylch eich ymddygiad da yn y dyfodol, gallwch wneud hynny'n ysgrifenedig ataf i yn yr ysgol erbyn [nodwch ddeg diwrnod gwaith o ddyddiad y llythyr]. Ar dderbyn eich sylwadau, os wyf yn ystyried y dylai'r trefniadau yr amlinellir uchod barhau, byddwch yn derbyn manylion ynghylch sut i adolygu amod o'ch achos. Rwy'n wir obeithio y gellir datrys yr anawsterau rydym yn eu profi ar hyn o bryd yn fuan.

Yn gywir

Pennaeth

DRAFT

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1. Aims of this procedure

The purpose of this document is to provide schools with a clear process to follow when dealing with those few customers whose actions or behaviour are considered unacceptable. This process relates to any person who is contacting the school.

2. Unreasonable expectations and persistence

As a governing body we are committed to providing a proportionate amount of time and resources to any parent/carer who has contact with the school. The headteacher and staff deal with complaints as part of the day-to-day management of the school, in accordance with the school's complaints policy and procedure. The majority of complaints are handled in an informal manner, and are resolved quickly, sensitively, and to the satisfaction of the complainant. However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing complaints. The consequences are that the actions of the complainant begin to impact negatively on the day-to-day running of the school and directly or indirectly on the wellbeing of the pupils and/or staff in the school and prevent them from providing proportionate amount of time to parents/carers when they contact the school.

Examples of actions grouped under this heading include:

- behaviours which are obsessive, persistent, harassing, prolific or repetitious;
- excessive telephone calls, emails or letters;
- sending duplicate correspondence;
- persistent refusal to accept a decision or explanation when the outcome is not satisfactory to the complainant but cannot be changed, e.g., if the desired outcome is beyond the remit of the school because it is unlawful;
- continuing to contact schools after a decision has been made about the same or similar matters, without presenting new or relevant information;
- demanding responses within an unreasonable time scale or information not relevant;
- refusing to co-operate with the school's policies and procedures;
- raising matters that are immaterial to a request or complaint or repeatedly changing the substance of a request or complaint;
- repeatedly contacting or insisting to speak to a member of staff at school who is not directly dealing with a request or complaint;
- use of Freedom of Information Requests excessively and unreasonably.

For the purposes of this policy, “harassment” is the unreasonable pursuit of such actions as above in such a way that they:

- Appear to be targeted over a significant period of time, towards one or more members of staff; and/or
- Cause ongoing stress to individual member(s) of staff; and/or
- Have a significantly adverse effect on the whole/parts of the school; and/or
- Are pursued in a manner which could be perceived as intimidating and/or oppressive by the recipient(s). This could include situations where persistent demands or criticism, whilst not especially taxing or serious when viewed in isolation, have the cumulative effect over time of undermining confidence, well-being and health.

3. Terminating a telephone call

School staff may terminate a call if subjected to the behaviours outlined above.

Before taking this action, the parent/carer will be warned once that their conduct is of concern, to allow them the opportunity to moderate their behaviour. If the behaviour persists, no further warnings will be given, and the call will be terminated.

School staff who terminate a call will report it to the headteacher. Following a terminated call, if the parent/carer makes further contact and the behaviour has not changed, the headteacher may restrict telephone contact for one day. This decision will be recorded and communicated at the earliest opportunity to our school staff who take frontline calls.

In the event that the parent/carer does not modify their behaviour, further consideration will be given to formally managing contact between the parent/carer and our school.

4. Considering when to manage contact

In the very small number of cases where the actions or behaviour of a parent/carer challenges our school’s ability to deliver a safe and effective service to all, the headteacher will verbally inform the complainant that his/her behaviour is considered to be approaching unreasonable/unacceptable and, if it is not modified, action may be taken in accordance with this policy. This will be confirmed in writing by the headteacher or their delegated member of staff [ML1].

The governing body manages the contact by:

- limiting contact to a particular form for example, the parent/carer may be limited to contacting school by email or letter only;
- limiting telephone calls to specific days and/or times;
- arranging for a single point of contact for all future correspondence;

- an agreed behaviour contract, setting out what is expected of the parent/carer, to be signed by the parent/carer;
- advising the parent/carer that future correspondence will be read and filed but only acknowledged or responded to if there is significant new information requiring a response;
- wherever possible, we will endeavour to ensure that at least one line of contact will remain available.
- Decisions on how to formally manage contact are made by the headteacher on a case by case basis. For example, where:
 - school staff are struggling to be heard, or feel upset, threatened, bullied or belittled by the contacts;
 - the contact is sexist, racist, culturally inappropriate etc.;
 - a parent/carer demands disproportionate time is spent relative to the circumstances of the issue, or makes unreasonable demands for action by the school;
 - there is repetitive contact that is not merited in the circumstances of the case;
 - there are disproportionate threats against school staff, legal action etc.;
 - the parent/carer is highly needy, emotionally demanding, or appears to be becoming dependent on certain school staff;
 - there are repeated challenges to decisions.

Wherever possible, a parent/carer will be given the opportunity to modify their behaviour or action before a decision is taken. If the complainant's behaviour is not modified, the headteacher will inform the complainant in writing [ML2] that his/her behaviour is now considered by the school to have been unreasonable/unacceptable, and therefore to fall within the terms of this policy. The letter will outline how contact will be managed. The reasons why this decision has been taken, how long any restriction will be in place, when it will be reviewed and the right to appeal the decision.

In cases of physical or verbal aggression, the school will seek advice from the Learning Service, and consider warning the complainant about being banned from the school site; or proceed immediately to a temporary ban.

Legitimate new complaints may still be considered, even if the person making them is, or has been, subject to the terms of this policy. In such matters, the school may be additionally advised by the Learning Service.

If a complainant's persistent complaining/harassing behaviour is modified and is then resumed at a later date, within a reasonable period of time, then the school may resume the process identified above, at an appropriate level. In these circumstances, the school may be advised by the Learning Service.

5. Appealing a decision

The parent/carer can appeal the headteacher's decision to manage contact within 20 working days of receiving it by writing to the clerk to governors c/o the school who will arrange for the matter to be dealt with in accordance with the school's complaints procedure.

DRAFT

MODEL LETTER 1: INITIAL LETTER INFORMING A COMPLAINANT THAT HIS/HER BEHAVIOUR IS CONSIDERED TO FALL BELOW A REASONABLE/ACCEPTABLE STANDARD - RECORDED DELIVERY

Dear

This letter is to inform you that the school considers your actions in [describe actions, dates, behaviour] on..... when you to be unreasonable/unacceptable [delete as appropriate].

We would ask you to bear in mind the fact that such behaviour on a school site can be disruptive and distressing to pupils, staff and parents/carers [delete if behaviour complained of did not occur on school site, e.g., persistent use of email, verbally abusive telephone calls].

We are aware that you have raised some concerns and would advise you that these are usually dealt with most effectively through the school's complaints procedure. At the moment we are dealing with these issues by [describe actions being taken to resolve concern].

I would ask that you allow school time to resolve the issues according to the correct procedures and would assure you that we shall take every step to move this process forward as quickly as possible.

Yours sincerely

Headteacher

MODEL LETTER 2: INFORMING A COMPLAINANT THAT HIS/HER BEHAVIOUR IS NOW CONSIDERED TO FALL UNDER THE TERMS OF THE POLICY FOR DEALING WITH PERSISTENT OR VEXATIOUS COMPLAINTS/HARASSMENT - RECORDED DELIVERY

Dear

You will recall that I wrote to you on [insert date] telling you that I felt your behaviour was unreasonable. I am now writing to inform you that in view of your behaviour on [date], when you [describe actions/behaviour] it has been decided that the “Managing Contact – Unacceptable Actions by Customers in Schools Procedure” will apply from the date of this letter.

Under the circumstances, I have made the following arrangements for your future contact with the school: [*Delete A or B as applicable]

*A For the next six months, should you wish to meet with any member of staff, I would ask you to note: (a) all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to at the school address; email correspondence will not be responded to; (b) an appointment will be arranged and confirmed in writing as soon as possible; (b) a third party from the school will be present; (c) in the interests of all parties, formal notes of this meeting may be made.

*B For the next six months, all meetings arising from any written communication with the school will not be conducted by a member of staff but will be conducted by representing the school.

I would ask you to note: (a) all routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to at the school address; email correspondence will not be responded to; (b) an appointment will be arranged and confirmed in writing as soon as possible; (b) a third party will be present; (c) in the interests of all parties, formal notes of this meeting may be made.

Exceptionally, these arrangements do not apply to any emergency involving [insert name of pupil] – in which case you should contact the school in the usual way. While these arrangements are in place, with respect to normal access to information available on parents' evenings, this will be provided in a summary written report.

These arrangements take effect straight away. If you wish to make a representation about the contents of this letter, which may include any expressions of regret on your part and any assurances that you are prepared to give about your future good conduct, you can do so by writing to me at the school by [state ten working days from the date of the letter]. If on receipt of your comments I consider that the arrangements outlined above should continue, you will be supplied with details of how to review a circumstance of your case. I do hope that the difficulties we are currently experiencing can soon be resolved.

Yours sincerely

Headteacher

DRAFT