Minimising complaints

Determining a vexatious complainant flow chart

Has the matter been raised before?

Yes

Have they been informed that the complaint has been dealt with via the complaints procedure and is now closed?

No

The complainant should be allowed to raise their complaint in line with the complaints procedure.

Yes

Can the complaint be characterised as one or more of the following?

- obsessive, persistent, harassing, prolific, repetitious
- insistent upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- insistence upon pursuing complaints in an unreasonable manner
- designed to cause disruption or annoyance
- demands for redress that lack any serious purpose or value

No

The school or trust should inform them that the matter is closed and refer them back to the original response letter that sets out the conclusions the organisation made. You should also remind them that they may raise their complaint to the DfE or ESFA.

Yes

The subject of the complaint may be labelled vexatious, serial or persistent and the school or trust may be able to stop responding.

No

Remind them the complaint has been dealt with via the complaints procedure, is now closed and any concerns should be made to the DfE or ESFA. You may also inform the complainant that any further correspondence regarding this matter will be considered under the school or trust's vexatious complaints policy, but any new matter may be raised via the procedure.