

HMFA Complaints Policy

Including Managing serial and unreasonable complaints

Herefordshire Marches Federation of Academies

- Lord Scudamore Academy
- Sutton Primary Academy
- Kings Caple Academy
- St Weonards Academy

Date Approved by The Board of Trustees by Online Resolution	26.03.26
Effective Period	1 st April 2026 – 31 st March 2027
Reviewer	S McGowan/Jan McColl
Date of Review	March 26
Next Review Due	March 27

Key Staff

- Chief Executive Officer Mrs A Taylor
 - Deputy CEO Mrs E Orton
 - Chair of Trustees Mr M Ashcroft
 - Company Secretary Ms S McGowan
 - Complaints Co-ordinator Ms S McGowan
 - Lord Scudamore Headteacher Mrs A Taylor
 - Sutton Headteacher Mrs E Orton
 - Kings Caple Headteacher Mrs A Taylor
 - St Weonards Acting Head of School Ms H Preece-James
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- HMFA Trust Office c/o Lord Scudamore School
Friars Street
Hereford
HR4 0AS

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to the HMFA about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaint's procedure. HMFA takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Headteacher/Head of School will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Headteacher/Head of School will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, the HMFA will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure.

How to raise a concern or make a complaint

Informal (verbal) concerns or complaints against school staff (except the Headteacher/Head of School) should be raised with the Headteacher/Head of School.

Informal (verbal) concerns or complaints against the Headteacher/Head of School should be raised with the CEO, or the Chair of Trustees if the concern or complaint relates to the CEO or the CEO in their capacity as Headteacher/Head of School

Informal (verbal) concerns or complaints against any Governor, Trustee or Member should be directed to the Chair of Trustees or the CEO if the concern or complaint relates to the Chair of Trustees,

A formal concern or complaint (Stage 2) must be made in writing. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Formal complaints against school staff (except the Headteacher/Head of School) should be made to the Headteacher/Head of School via the school office. Please mark them as Private and Confidential.

Formal complaints that involve or are about the Headteacher/Head of School should be addressed to the Chief Executive Officer (CEO). However, if the CEO is the Headteacher/Head of school, or the CEO when not Headteacher or Head of School, then they should be addressed to the Chair of Trustees via the Trust Offices. Please mark them as Private and Confidential

Formal complaints that relate to, any Member, Trustee or Governor should be addressed to the Company Secretary via the Trust office. Please mark them as Private and Confidential. The Company Secretary will ensure the issue is raised with the Chair of Trustees, unless the complaint relates to the Chair of Trustees in which case the matter will be dealt with by the CEO.

For ease of use, a template formal complaint form is included at the end of this procedure, but a formal concern or complaint can be raised in writing without using the templated form. If you require help in completing the form, please contact the school or Trust office. You can also ask a third-party organisation for example like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Complaints about our fulfilment of early years requirements

We will investigate all verbal and written complaints relating to the trust's fulfilment of the Early Years Foundation Stage (EYFS) requirements and notify the complainant of the outcome within 28 school days of receiving the complaint where possible. Schools will keep a record of the complaint and make this available to Ofsted on request.

Parents and carers can notify Ofsted if they believe that a school is not meeting Early Years Foundation Stage requirements, by:

- Calling 0300 123 4666
- Emailing enquiries@ofsted.gov.uk
- Using the online contact form available at [Online Ofsted contact form](#)

Ofsted

Schools will notify parents and carers when they become aware that they are to be inspected by Ofsted. Schools will also supply a copy of the inspection report to parents and carers of children attending the setting when the report is made public.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the CEO or Chair of Trustees, if appropriate, will determine whether the complaint warrants an investigation.

Time scales

Complaints must be raised within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. HMFA will consider complaints made outside of this time frame if exceptional circumstances apply.

Complaints received outside of term time

HMFA will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this complaint's procedure

This procedure covers all complaints about any provision of community facilities or services by HMFA, other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none"> Admissions to schools 	<p>Concerns about admissions should be handled through a separate process – either through the appeals process or via the local authority.</p> <p>NB - Complaints about pupils deferring for a year are not covered in the admissions process, therefore parents/carers are only able to make a complaint via the school's complaints policy.</p>
<ul style="list-style-type: none"> Matters likely to require a Child Protection Investigation 	<p>Complaints about child protection matters are handled under our child protection and safeguarding policy and in accordance with relevant statutory guidance.</p> <p>If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH).</p>
<ul style="list-style-type: none"> Exclusion of children from school* 	<p>Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions.</p> <p><i>*complaints about the application of the behaviour policy can be made through the school's complaints procedure.</i></p>
<ul style="list-style-type: none"> Whistleblowing 	<p>We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors.</p> <p>The Secretary of State for Education is the prescribed person for matters relating to education for whistle-blowers in education who do not want to raise matters direct with their employer. Referrals can be made at:</p>

	<p>Contact the Department for Education (DfE)</p> <p>Volunteer staff who have concerns about our school should complain through the school’s complaints procedure. It is also possible to complain direct to the LA or the Department for Education (see link above), depending on the substance of the complaint.</p>
<ul style="list-style-type: none"> • Staff grievances 	<p>Complaints from staff will be dealt with under the school’s internal grievance procedures.</p>
<ul style="list-style-type: none"> • Staff conduct 	<p>Complaints about staff will be dealt with under the school’s internal disciplinary procedures, if appropriate.</p> <p>Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint.</p> <p>However, the complainant will be notified that the matter is being addressed.</p>

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations. If this happens, we will inform you of a proposed new timescale.

If a complainant commences legal action against HMFA in relation to their complaint, HMFA will consider whether to suspend the complaints procedure until those legal proceedings have concluded.

Resolving complaints

At each stage in the procedure, HMFA wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a complaint

If a complainant wants to withdraw their written complaint, we will ask them to confirm this in writing. Verbal concerns or complaints can be withdrawn at any point.

Stage 1 – Informal (Verbal) complaints

It is to be hoped that most concerns can be expressed and resolved on an informal basis.

Informal concerns or complaints related to school staff (except the Headteacher/Head of School) should be raised with the Headteacher/Head of School.

Informal (verbal) concerns or complaints related to the Headteacher/Head of School should be raised with the CEO, or the Chair of Trustees if the concern or complaint relates to the CEO in their capacity as Headteacher/Head of School.

Informal complaints made against the CEO should be raised with the Chair of Trustees.

Informal (verbal) concerns or complaints against any Governor, Trustee or Member should be directed to the Chair of Trustees or the CEO if the concern or complaint relates to the Chair of Trustees,

Complainants should not approach individual Governors/ Trustees to raise concerns or complaints. They have no power to act on an individual basis and it may also prevent them from considering complaints at Stage 3 of the procedure.

If the issue remains unresolved, the next step is to make a formal complaint. (Stage 2 of the procedure).

Note If the complaint is:

- *jointly about the Chair and Vice Chair or*
- *the entire Board of Trustees or*
- *the majority of the Board of Trustees*

The complaint, which must be in writing, should be raised with the CEO and submitted via the Trust offices. In these instances, the complaints process will start at Stage 2

Stage 2 – Formal complaints

Formal complaints related to school staff must be made to the Headteacher/Head of School (unless they are about the Headteacher/Head of School), via the school office. This must be in writing (preferably on the Complaint Form (see below)).

If the complaint is about the Headteacher/Head of School, the complaint should be raised in writing (preferably on the complaint form) to the CEO via the Trust Office. If the CEO is the Headteacher/Head of School the formal complaint should be raised in writing to the Chair of Trustees via the Trust Offices.

Complaints about CEO, must be made in writing (preferably on the complaint form) to the Chair of Trustees, via the Trust Office.

Complaints about any individual Member, Trustee or Governor must be made in writing (preferably using the complaint form) to the Company Secretary via the Trust Office.

The person receiving the complaint (the complaint handler) as detailed above, will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Within this response, the complaint handler will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The complaint handler can consider whether a face-to-face meeting is the most appropriate way of doing this.

The complaint handler will then instigate an investigation

Note: The complaint handler may delegate the investigation to another member of staff or suitable person, but not the decision to be taken.

During the investigation, the investigator will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of the investigation, the complaint handler will provide a formal written response, this will be, where possible within 28 school days of the date of receipt of the complaint.

If the complaint handler is unable to meet this deadline, they will provide the complainant with an update and revised response date.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions HMFA will take to resolve the complaint.

The complaint handler will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

Stage 3 – Panel Hearing

If the complainant is dissatisfied with the outcome at Stage 2 and wishes to take the matter further, they can escalate the complaint to Stage 3 – a panel hearing consisting of at least three people who were not directly involved in the matters detailed in the complaint with one panel member who is independent of the management and running of the school. This is the final stage of the complaint's procedure.

A request to escalate to Stage 3 must be made to the Company Secretary, via the Trust Office, within 5 school days of receipt of the Stage 2 response.

The Company Secretary will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

Complaints escalated to Stage 2

If a complaint relates

- jointly about the Chair and Vice Chair or
- to the entire Board of Trustees or
- to the majority of the Board of Trustees

Then the complaint should be sent, which must be in writing, to the CEO to be investigated. There is no informal stage 1 process for this type of complaint.

The CEO will write to the complainant acknowledging the complaint within **5 school days** of the date that the written request was received. The acknowledgement will confirm that the complaint will now be investigated under Stage 2 of this Complaints Policy and will confirm the date for providing a response to the complainant.

Following the investigation, the CEO will write to the complainant confirming the outcome within **30 school days** of the date that the letter was received. If this time limit cannot be met, the CEO will write to the Complainant within **28 school days** of the date that the letter was received, explaining the reason for the delay and providing a revised date.

If the complainant is not satisfied with the outcome of the investigation, the complainant should write to the Company Secretary to the Trust Board within 5 school days, asking for the complaint to be heard before a Complaint Panel. (Stage 3)

The Company Secretary will record the date any complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within 5 school days.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

In escalated cases, Stage 3 will be heard by a completely independent committee panel.

Stage 3 panel hearings

The Complaint Panel will consist of three members. None of the three members of the Complaint Panel will have been involved in the incidents or events which led to the complaint or have been involved in dealing with the complaint in the previous stages, or have any detailed prior knowledge of the complaint.

Unless dealing with an escalated complaint, when all panel members will be independent, at least one of the Complaint Panel members will be independent of the management and running of the HMFA. This means that the independent Complaint Panel member(s) will not be a Trustee or an employee of the Trust.

Stage 3 Process.

The Company Secretary will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within 7 school days of receipt of the Stage 3 request. If this is not possible, the Company Secretary will provide an anticipated date and keep the complainant informed.

If the complainant rejects the offer of three proposed dates, without good reason, the Company Secretary will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

A complainant may bring someone along to the panel meeting to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the panel meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this complaint's procedure. Complainants will be advised that any staff conduct complaints will be considered under the staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

At least 7 school days before the meeting, the Company Secretary will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least 5 school days before the meeting.

Any written material will be circulated to all parties at least 4 school days before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint. Any new complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee (elected before or at the meeting) will provide the complainant and HMFA with a full explanation of their decision and the reason(s) for it, in writing, within 20 school days.

The letter to the complainant will include details of how to contact the Department for Education (DfE) if they are dissatisfied with the way their complaint has been handled by HMFA.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions HMFA will take to resolve the complaint.

The panel will ensure that those findings and recommendations are sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about. Furthermore, they will be available for inspection by the CEO, Headteacher/Head of School and Chair of Trustees.

A written record will be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing, along with what actions have been taken, regardless of the decision.

All correspondence statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

Next Steps

If the complainant believes the school / trust did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the DfE after they have completed Stage 3.

The DfE will not normally reinvestigate the substance of complaints or overturn any decisions made by HMFA. They will consider whether HMFA has adhered to education legislation and any statutory policies connected with the complaint and whether they have followed [Part 7 of The Education \(Independent Schools Standards\) Regulations 2014](#)

The complainant can refer to the Department of Education DfE if they are dissatisfied with the outcome of the formal complaint. [Contact the DfE](#)

Complaint Form

Please complete and return to the *CEO/Headteacher/Head of School / Company Secretary / Chair of Trustees* who will acknowledge receipt and explain what action will be taken.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address: Postcode: Day time telephone number: Evening telephone number: Email address:

Please give details of your complaint, including whether you have spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Action taken:

Date:

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The complaint handler/ investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the complaints handler that sets out the facts, identifies solutions and recommends courses of action to resolve problems.
- The complaint handler will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Company Secretary to the Trust Board

The Company Secretary is the contact point for the complainant and the panel and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example: stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.
- keep appropriate records

Committee Chair

The panel's chair, who is nominated before the start of the complaint panel hearing, should ensure that:

- both parties are asked (via the company Secretary) to provide any additional information relating to the complaint by a specified date in advance of the hearing.
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the panel is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.
- ensure if new evidence is introduced that everyone has the opportunity to consider and comment-- this may require a short adjournment of the meeting
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the panel is open-minded and acts independently
- no member of the panel has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted

- they liaise with the Company Secretary
- If unrelated issues are raised to advise the complainant that the panel cannot consider new complaints at this hearing but new matters can be raised from Stage 1 of the process after the hearing.

Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so
No Governor / Trustee may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- the aim of the hearing should be to resolve the complaint and achieve reconciliation between the school and the complainant

HMFA recognises that the complainant might not be satisfied with the outcome if the panel does not find in their favour. It may only be possible to establish the facts and make recommendations.

- many complainants will feel nervous and inhibited in a formal setting
Parents/carers often feel emotional when discussing an issue that affects their child.
- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting

Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.

The panel should respect the views of the child/young person and give them equal consideration to those of adults.

If the child/young person is the complainant, the panel should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the panel should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.

However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the panel considers is not in the child/young person's best interests.

- the welfare of the child/young person is paramount.

Annex to HMFA Complaints Policy - Managing serial and unreasonable complaints

HMFA 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 schools. 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.

HMFA defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the schools, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaint's investigation process
- refuses to accept that certain issues are not within the scope of the complaint's procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with 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, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- 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 that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Headteacher/ Head of School, CEO or Chair of Trustees will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the Headteacher/ Head of School, CEO or Chair of Trustees will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact any HMFA school causing a significant level of disruption, we may specify methods of communication 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 an HMFA school.