



# Vexatious Communications Policy

<b>Policy Code:</b>	HR17
<b>Policy Start Date:</b>	August 2022
<b>Policy Review Date:</b>	August 2025



## **Statement of Intent**

compromised and no respect is afforded them, it is an abuse of their human rights. To ensure that the rights of individuals are upheld, the key principles of:

- Fairness
- Respect
- Equality
- Dignity
- Accountability

should be incorporated into the full range of careers and occupations, not least into the field of education.

Amongst the invidious outcomes of habitual or vexatious communications and complaints is an assault on dignity which should never be acceptable.

The Community Inclusive Trust has a duty of care to all employees and to all young people educated therein. It resolves to exercise that duty at all times and on all occasions. To that end it publishes this policy for dealing with the matter of habitual or vexatious communications and complaints towards any employee of the Trust.

### **1. Scope of this Policy**

1.1. This policy applies to any person communicating with or on behalf of the Trust or its constituent bodies in any capacity.

### **2. Purpose of this Policy**

2.1. A small percentage of people will communicate with or complain to our

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of protection from the stress that can be caused by vexatious communication and/or complaints.



Inform the correspondent/complainant that if the vexatious communication to the Trust does not cease, the matter will be forwarded to the Trust Board.

Inform the Chair of the Trust Board and ELT of their action.

**4.1.4. Habitual or Vexatious communication and/or complaint against the CEO.**

4.1.4.1. The CEO should, as soon as vexatious behaviour is apparent report this to the Chair of the Trust Board Executive Leadership Team.

4.1.4.2. The Chair of the Trust Board should:

Communicate with the correspondent/complainant expressing his or her concern on the matter and drawing reference to the Trust Policy.

Invite the correspondent/complainant to cease all vexatious communication with the Trust.

Propose that the correspondent/complainant should, if appropriate, lodge a complaint in accordance with Complaints Policy and for that complaint to be dealt with under the laid down procedure.

Inform the Trust Board and ELT of their action.

**4.1.5. If, after the above procedure is exhausted, there is no cessation of vexatious communication.**

4.1.5.1. The matter will be passed to the Local School Board for all school-based staff and the Trust Board for all central staff.

4.1.5.2. The Chair of the Local School Board or Trust Board should:

Communicate with the correspondent/complainant expressing the Local School deep concern on the matter and reiterate that the behaviour will not be tolerated.

(If the vexatious behaviour is continuing despite completion of the full complaints process), notify the correspondent/complainant that the Local School Board/Trust Board has responded fully to the point or points raised, has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. Explain that any form of contact, in whatever medium, in relation to their complaint, or any further complaints or vexatious communication, is at an end, and that further contact will be acknowledged but not answered.

Temporarily suspend, for a period to be specified to the correspondent/complainant, all contact with correspondent/complainant, provided that the

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Board/Trust Board shall not withdraw or fail to provide any services which the correspondent/complainant or his or her family are entitled to receive.

4.2.