

RECOMMENDED PERSISTENT COMPLAINTS AND ANTI-HARASSMENT POLICY FOR SCHOOLS AND COLLEGES

1 AIM OF POLICY

To deal fairly, honestly and properly with persistent complainants and those who harass members of staff in school while ensuring that other stakeholders suffer no detriment

2.0 HUMAN RIGHTS

2.1 In implementing this policy the School will seek to ensure that its actions are in accordance with its obligations under the Human Rights Act 1998 and the Convention Rights embodied within it in order to protect the Human Rights of both persistent complainants and all other stakeholders.

3.0 WHO IS A PERSISTENT COMPLAINANT?

3.1 For the purpose of this policy, a persistent complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the School and whose behaviour is unreasonable, as characterised by:

- a) actions which are obsessive, persistent, harassing, prolific, repetitious and /or
- b) an insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- c) an insistence upon pursuing meritorious complaints in an unreasonable manner

3.2 For the purpose of this policy, harassment is the unreasonable pursuit of such

We have adopted the Local Education Authority's criteria for admission:

1. A proven medical need relating to your child (the requirements are strict and need certification by an appropriate doctor or psychologist).
2. The attendance of a brother or sister at the time of admission.
3. Children living in the area served by the following Primary Schools: Newnham Croft, Park Street, St Matthews and St Paul's.
4. The desirability of maintaining personal relationships while transferring from primary to secondary school.
5. The distance between home and school and the ease of access.

The standard number of the college is 121 per year. This figure was determined several years ago and is used by the LEA to ensure that the College does not become overcrowded.

If the College is oversubscribed - i.e. has more requests for places than places available, then those parents who have expressed a preference will have a greater priority than those who have not. Even if the pupil lives in the catchment area, it is necessary to name Parkside Community College as your first preference if you want to be registered.

Further information is available from the Guide For Parents, from Cambridgeshire County Council, which is always kept in the Principal's office.