



Greenways Primary Academy Risk Assessment for Vexatious



This risk assessment should be used in conjunction with the suite of WAT documents, local procedures and relevant DfE guidance.

Assessment conducted by:	Jemma Garside	Job title:	Headteacher	Covered by assessment:	
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Date of assessment:	31.8.25	Review interval:	Annual	Date of next review:	31.8.26
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Related Documents
WAT Documents: CCTV, Complaints Policy, Behaviour

Risk matrix

Risk rating High (H), Medium (M), Low (L)		Likelihood of occurrence		
		Probable	Possible	Remote
Likely impact	Major: Causes major physical injury, harm or ill-health.	H	H	H
	Severe: Causes physical injury or illness requiring first aid.	H	M	L
	Minor: Causes physical or emotional discomfort.	M	L	L

Risk Assessment Greenways Primary Academy							
Notes	<p><i>For the purpose of this risk assessment, 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 academy, and whose behaviour is unreasonable. Such behaviour may be characterised by:</i></p> <p><i>a) Actions which are obsessive, persistent, harassing, prolific, repetitious</i></p> <p><i>b) Prolific correspondence. or excessive email or telephone contact about a concern or a complaint</i></p> <p><i>c) An insistence upon pursuing unsubstantiated complaints and/or unrealistic or unreasonable outcomes.</i></p> <p><i>d) An insistence upon pursuing complaints in an unreasonable manner.</i></p> <p><i>e) An insistence on only dealing with the headteacher or deputy headteacher, irrespective of the issue and the level of delegation within the academy to deal with the matter.</i></p>						
Hazard/ Activity	Persons at Risk	Risk	Control measures in use	Residual Risk Rating HIGH MED LOW	Are Existing Controls Adequate?		
					<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%;">Yes</th> <th style="width: 50%;">No*</th> </tr> </table>	Yes	No*
Yes	No*						
Inappropriate behaviour on site	Pupils Staff	Injuries Anxiety	<ul style="list-style-type: none"> • Share expectations with parents around acceptable behaviour through posters around school and information detailed on the school website. <i>a) treat all school staff with courtesy and respect;</i> <i>b) respect the needs and well-being of pupils and staff in the school;</i> <i>c) avoid any use, or threatened use, of violence to people or property;</i> <i>d) avoid any aggression or verbal abuse;</i> <i>e) recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond;</i> <i>f) recognise that resolving a specific problem can sometimes take some time;</i> <i>g) (in the case of a complaint) follow the school Complaints Procedure.</i> 	MED	YES		



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			<ul style="list-style-type: none"> ● Posters displayed in the school office stating abuse will not be tolerated. ● Clear complaints policy to support parents when dealing with matters of concern. ● If behaviour is deemed to be unreasonable or unacceptable the person will be verbally informed by the headteacher or deputy headteacher. ● All staff to be informed if deemed appropriate and a separate risk assessment to be completed. ● If behaviour continues, a letter to be sent warning the individual that unless behaviour changes, they will be issued with a ban from the premises. At this point introduce a communication plan to support the individual with modifying their behaviour. The communication plan needs to be written by a senior leader and agreed by the headteacher. ● Communication plan to be shared with all staff. ● If behaviour does not change following the implementation of the measures above, then the individual will be issued with a letter banning them from coming onto the site. ● CCTV installed across the external site and in the reception and community room area. 			
History of violence / aggression or mental health issues	Pupils Staff	Injuries	<ul style="list-style-type: none"> ● Information of the pupil/individual/family obtained or held on file. ● All staff to be aware of violence or mental health issues if a risk is identified. ● Individual risk assessment put in place and bespoke control measures detailed. ● Contact other agencies to assist leaders and staff. ● 	MED	YES	



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			<ul style="list-style-type: none">• Staff not to be left in a closed room with pupil/individual.			
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