

FORMAL NOTIFICATION REGARDING COMMUNICATION PROTOCOL

BUXTON INFANT SCHOOL

This protocol was reviewed by the Governing Body on 25th November 2025

It will be reviewed November 2027

Signed:

Date:

Formal Notification Regarding Communication Protocol

[Date]

Subject: Unreasonable Communication and Implementation of School Policy

Dear [Parent/Carer Name],

This letter serves as a Formal Written Notification regarding the volume and nature of your correspondence with the school over the past [Insert Timeframe, e.g., month/term]. This notification is issued under the terms of the school's Policy on Managing Unreasonable and Vexatious Actions, a copy of which is available on our website.

1. Unreasonable and Vexatious Actions

The school values constructive communication with all parents/carers. However, your recent actions have significantly exceeded a reasonable level of engagement, placing an undue burden on staff time and resources. Specifically, we draw your attention to the following:

Excessive Volume: You have sent [Number] emails within the last [Timeframe] regarding [Briefly State the Issue/Topic], which has already been fully addressed in our communication dated [Insert Date of Final Response]. Sending multiple communications that seek to reopen concluded matters is defined as an unreasonable action.

- **Use of AI-Generated Content:** The recent emails contain lengthy, complex passages often quoting legal statutes, guidance, and policy documents. It is clear this content has been generated using Artificial Intelligence (AI) tools.
- **Inaccurate Legal Interpretation:** Upon review, the legal and policy quotes included in your AI-generated correspondence are often taken out of context, incorrectly cited, or misrepresent the school's statutory duties and the relevant guidance.
- **Spending extensive staff time attempting to decipher, correct, and respond to these lengthy and inaccurate AI-generated submissions diverts resources away from our core duty of educating and supporting all pupils.**

2. Required Changes and Future Protocol

Going forward, the school will implement the following changes to our communication protocol regarding your correspondence, in line with our policy:

- **Concise Communication Required:** We will not read or respond to any email or written submission that is clearly AI-generated, excessively lengthy, or exceeds [Specify Limit, e.g., 250 words] without a clear, human-written summary of the single core issue you wish to address.
- **No Action on vexatious or unreasonable content:** Any future correspondence that attempts to reopen matters already concluded or repeats previously addressed claims will be filed without further action or reply.

- Single Point of Contact (SPOC): All future communication must be directed exclusively to [Insert Staff Name/Title, e.g., Headteacher's PA] at [Insert Email Address]. Any emails sent to other members of staff will be deleted unread.
- Response frequency: We will commit to reviewing and responding to one single, legitimate, and concisely stated query per week.

This restriction is necessary to protect staff time and ensure that our resources are allocated fairly across all school operations.

We trust that you will adhere to this revised communication protocol. Should the unreasonable and vexatious communication continue, further steps, including full restriction of contact, will be implemented.

Yours sincerely,