

A man and a woman are sitting at a table in a classroom, looking at a document. The man is on the left, wearing a dark sweater, and the woman is on the right, wearing a mustard-colored shirt. They are both looking towards the camera with slight smiles. The background shows a whiteboard and colorful classroom decorations.

Effective complaints management for schools

Parental complaints – get it right first time, every time.

Best practice guidance, support and resources you need to handle parental complaints effectively and efficiently.

Our award-winning legal experts have designed training and a toolkit of resources so you can have total confidence in the way you manage complaints, ensuring that:

- Your team are informed, equipped and confident.
- Your policy and processes are legally compliant.
- You're always being consistent in your approach.
- Complaints are given the appropriate time and attention.
- You save time and energy, getting it right first time, every time.

**Browne
Jacobson**

Save time with the support pack

Optimise your complaints handling process, with access to a comprehensive toolkit of best practice resources, designed by our team of experts.



Support pack - what's included?

- Best practice complaints policy and checklists.
- Model letters for each stage of the process.
- Template committee documents, minutes and statements.
- Best practices for avoiding and de-escalating complaints.

...And lots more!

£750 + VAT

For more information, please visit our support pack page:



Build expertise with professional development

Our parental complaints management training provides school and trust leaders with the skills, knowledge and confidence needed to effectively manage parental complaints.

This interactive course is led by our expert education lawyers who advise schools and trusts on parental complaints every day. Delegates will gain a clear understanding of the legal framework governing complaints, take away best practice advice and top tips while making valuable new connections along the way.

- **Gain practical skills:** from de-escalation techniques to effective communication.
- **Stay compliant:** navigate the regulatory landscape confidently.
- **Enhance stakeholder relations:** through better communication and conflict resolution.
- **Personalised learning:** benefit from interactive sessions and shared experiences.



CPD programme - what's included?

- Five month interactive online course.
- Eight two-hour learning sessions.
- Three one-hour Q&A sessions.

£825 + VAT

For more information, please visit our CPD training page:



To make sure you're equipped to manage any complaints you receive as effectively and efficiently as possible please visit [brownejacobson.com/school-complaints](https://www.brownejacobson.com/school-complaints) or contact us:

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