

Top tips for schools handling AI generated complaints

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We support many schools to effectively manage complaints from parents and stakeholders and there's been a noticeable rise in their use of generative AI tool to create some of this correspondence.

Schools are increasingly receiving correspondence that, while appearing comprehensive and technically sound at first glance, can sometimes lead to confusion and intimidation. This is particularly true when such communications employ complex technical language and persuasive elements that may initially seem daunting to the staff member reading it.

Why can AI generated content be a problem?

While seemingly plausible on the surface, these communications often contain inaccuracies concerning key concepts and can exhibit repetitive patterns.

AI technology has the capability to produce text that mimics human writing styles. However, it lacks the depth of understanding necessary to handle complex issues accurately, especially in the context of legal matters. This can result in content that, although seemingly authoritative, may misrepresent legal principles.

To empower schools in dealing with AI-generated correspondence effectively, we recommend:

- If possible, request further clarification from the sender or by engaging in a dialogue to ensure they understand the content fully and that the objectives they seek in the correspondence are clear.
- [Train staff](#) on how to identify potential AI-generated content and increase their confidence in critically analysing text. Just because it appears comprehensive doesn't mean it's accurate.
- Consider [parental behaviour](#) and [complaint policies](#) as part of a strategy for dealing with unreasonable or excessive communications.
- [Ask our knowledgeable and helpful team for advice](#). Our expertise can help clarify legal implications and ensure that the school's response is both appropriate and informed.

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