

Updates to academy trust governance: A missed opportunity?

30 June 2025  Victoria Hatton

The Department for Education (DfE) has updated [The Academy Trust Governance Guide](#), which is non-statutory guidance on strategic leadership and the governance of academy trusts. The latest iteration was published on 25 June.

Necessary clarity

The recent revisions are minimal but include brief updated information on the referral of complaints to the DfE and Ofsted. These updates fall short of providing the necessary clarity regarding the role of these and other third-party agencies in handling complaints against schools.

Managing parental complaints

For instance, under the section titled 'complaints to the department', it merely states, "Anyone can complain to the Secretary of State for Education about an academy in England," without detailing the remit, scope or powers of the Secretary of State concerning such complaints. This seems another missed opportunity.

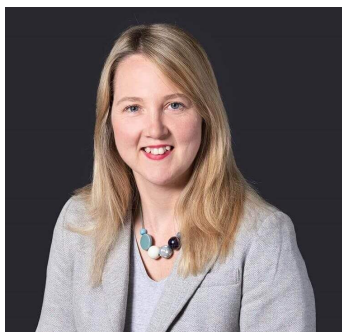
Enhancing the complaints process

It is, however, noteworthy that the DfE has initiated a research project aimed at enhancing the school complaints process through insights from parent complaints. This research will be structured as a debate occurring from 30 June to 7 July 2025.

Available support

Our team has produced a range of support and guidance to support schools to handle parental complaints effectively or avoid them altogether:

- [Managing complaints about schools](#)
- [Gain the expertise to manage complaints effectively](#)
- [Dealing with rude and abusive parents](#)
- [Available support for managing school complaints](#)
- [Complaints Management Support Pack](#)
- [Complaints Management CPD Programme](#)



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