

# 2026 COMPLAINT HANDLING

#WETHINKWEMAKEADIFFERENCE





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# Process reviews



## Policy

We review and strengthen your complaints policy to ensure it's fully compliant, clearly written, and easy for parents to follow.



## Process

We map and improve your complaints process from first contact to final outcome, reducing delays, errors, and unnecessary escalation



## Communication

We help schools communicate with parents at every stage, clearly, promptly, and in a way that builds trust and reduces conflict



# Independent investigation

When a serious concern arises in your school, you need answers you can stand behind.

Our independent investigation service is designed specifically for the education sector, giving headteachers, governors, and trustees the impartial, professional support they need when internal processes simply aren't enough.

## When do schools need us?

From staff misconduct and safeguarding concerns to complaints from parents and whistleblowing disclosures, sensitive situations demand an investigator with no stake in the outcome. We step in where objectivity is essential and reputations are on the line.

## What we offer:

Fully independent investigators with education sector experience. Confidential, thorough, clear findings all delivered in reports that you can act on with confidence.

Protect your staff, **your pupils**, and your school's integrity.

**Get in touch today** to discuss how we can support your school through **even the most complex and sensitive investigations.**

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# Panel membership

Reaching the final stage of a school complaint is serious. Getting it right matters for the complainant, the school, and everyone involved.

Our independent panel service provides schools with an impartial, experienced professional to chair or sit on final stage complaints panels. This helps ensure that the process is fair, transparent, and fully compliant with the Department for Education's statutory complaints guidance.



## Why an independent person?

At the review or panel stage, schools must include someone with no prior connection to the complaint or the school. This isn't just a formality, it's the cornerstone of a process that all parties can trust.

## What's included:

- A fully independent, experienced panel member or chair
- A thorough review of all documentation in advance
- Sensitive, skilled handling of the hearing itself
- A clear, balanced written outcome that meets statutory requirements

Whether the complaint involves staff conduct, exclusions, SEND provision, or safeguarding concerns, our independent person helps to ensure the process is beyond reproach.

**Contact us today** to arrange an independent person for your next complaints hearing and give all parties **the fair hearing they deserve.**

# Complaint management training

Complaints are inevitable. How your school handles them isn't.

Our complaint management training equips headteachers, senior leaders, and governors with the skills to manage complaints effectively – reducing escalation, protecting relationships, and staying compliant with DfE statutory guidance.



## What you'll gain:

- Confidence at every stage, from informal resolution to final panel hearing
- Practical strategies for de-escalating difficult situations early
- Skills to write clear, defensible responses that stand up to scrutiny
- Guidance on records management and statutory timelines

Ideal for headteachers, school business managers, SENCOs, and governors, whether you're handling your first serious complaint or refreshing your approach.

Poorly handled complaints damage trust, consume staff time, and escalate into costly proceedings. The right training pays for itself.

**Book your training today and give your team the confidence to get it right every time.**

# End to End Complaint Handling

Most complaints don't start as complaints. With the right support, many never need to become one.

**SCOEducationLtd** manages the entire complaints journey on your behalf – from the first parental concern through to formal resolution.

**Concern Management:** We create a dedicated parent-facing portal, use intelligent forms to encourage concerns before complaints, and liaise directly between parents and teachers to de-escalate issues early.

**Complaint Handling:** When complaints are formally raised, we take control ensuring documentation is complete, investigating where appropriate, and keeping parents updated through our **ticketing system** while maintaining full end-to-end records.

**One point of contact:** Consistent process. Fewer escalations. **Less pressure on your staff.**

**Our service** protects your school's reputation **and ensures every complaint is handled compliantly and professionally.**

Contact **SCOEducationLtd** today to find out how we can transform your approach to complaints.

“The law says you **must manage complaints**. It does not say you must do it alone.!”

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