

# Developing a whole school approach to parental complaints (for Governors and Trustees)



## Overview

If managed poorly, parental concerns and complaints can consume huge amounts of school leaders' and the boards' time. Effective complaints management can lead to more content parents/carers and school leaders.

This course helps boards understand why parents complain, review their complaints policy and practices, explore how to make them as robust and effective as possible, and ultimately reduce the number of parental concerns making it the formal complaints stage. It also guides attendees on how to run a complaints panel.

## What you will learn:

- Understanding why parents complain
- The importance of developing a whole school approach to complaints
- What should be included in your complaints policy
- The roles of a Governor, the Board and a Panel
- Sharing best practice examples
- Up to date guidance on handling complaints

**All delegates receive an electronic copy of the presentation and supporting materials and resources to help them be more impactful in their governance role.**

## Who should attend

School leaders and chairs who want to review their approach to dealing with parental complaints.

## Tutor

Rosemary Lovatt is a highly experience governance consultant who ran the DfE governance leadership programme across the country for three years and within Essex for a further three years. she has extensive experience of undertaking governance reviews and designing, developing and delivering training for governors and trustees. Rosemary's background is in the corporate sector where she gained 20 years experience as a senior global leader. she has a BA(Hons) in Accountancy and Business Studies. Rosemary has chaired boards in a large secondary academy, a maintained primary school, a primary school within a multi academy trust (MAT) and a large junior school within a diocesan MAT, as well as being a trustee in four different MATs. Rosemary was designated a National Leader of Governance and is currently vice chair of a growing MAT and has recently joined the local governing board of a special school in Essex. Rosemary is also an NGA consultant.

## What people say about our training

*'The best governor training I have ever attended'*

*'Inspiring! Thanks you! I now feel confident to be a more strategic governor'*

*'At last, training that provides tools, examples and checklists to help us do the job!'*

## About our training

As experienced Chairs of Governors we strongly believe in providing training that gives you the knowledge, tools and examples to be effective governors. Our aim is to give you the confidence and tools to improve your governance as quickly and effectively as possible.

## Logistics and Booking

Please complete your online booking by selecting the 'BOOK' link next to the date you wish to attend from the grid below and using the 'BOOK' link. If the 'BOOK' link is not visible, please let us know you are interested in the next available date by selecting the 'ENQUIRE' button below.

If you have any difficulties, please contact Melanie Jones, Billericay Teaching Alliance Administrator.

Email: [mjones@billericayschool.com](mailto:mjones@billericayschool.com) Tel: 01277 314420.

## Becoming a Member of the Billericay Teaching Alliance

For further information on the benefits of being a member please visit

<http://www.billericayteachingalliance.com/ta-membership/>

## Other Governance Training

We provide a range of Governance training for your school, (full packages, bespoke sessions or pay as you go public courses).  
Please visit <https://www.billericayteachingalliance.com/cpd-courses-and-bookings/governance-training-and-conferences/>

### **Logistics**

**Course Dates:** 08-03-2021

**Venue:** Delivered via Zoom

**Times:** 18:30 - 20:30

**Price:** £70.00 or £63.00 for TSA Members