

Expert legal support for schools and academies

Parental complaints are becoming more frequent and increasingly complex for schools and academies.

Recent research from the National Governance Association (NGA) highlights a rise in complaints across areas including SEND, behaviour and school management. Schools Week also reports a surge in AI-generated complaints, often longer and more adversarial in tone.

Our Education team can support you at every stage of the complaints process, helping you resolve issues efficiently and in line with your policies.



www.hcrlaw.com

Find out more about our legal services for academies and maintained schools.



Parental complaints are often submitted alongside subject access requests (SARs). We also offer a dedicated SAR support package to help you manage both efficiently.



THE LAW FIRM WITH
A PASSION FOR EDUCATION

Parental Complaints Toolkit



hcrlaw

What's included?

- 30 minutes of initial advice from a lawyer in our Education team, via phone or Teams
- Parental complaints briefing and FAQs, covering key considerations and common issues
- Model complaints procedure and supporting templates to help schools manage complaints consistently
- Stage Two complaints guidance and decision-making resources
- Stage Three panel guidance, hearing process templates and decision letter resources.



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HCR Law is an outstanding firm with huge experience in the education sector.

Legal 500

Further support

If you'd like to discuss our Parental Complaints Toolkit or find out how it could support your school, please contact:



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Cost:

£695 plus VAT