

Complaints Management

Led by Julie Taylor,



J T R e s o l u t i o n s

Attendance at both sessions essential

Introduction to Complaints management

Thursday 22nd April 9am-12pm (delivered virtually via Zoom)

This workshop raises awareness of the complaints policy including legal requirements for schools and academies and DfE and ESFA expectations. The session will explain the roles and responsibilities of individuals within each stage of the procedure and how to achieve early resolution. This workshop will increase your awareness of policy/procedure and your role within it, give confidence in the operation of your own policy and enable you to understand and contribute to a positive feedback culture.

Effective Complaints management

**Thursday 24th June 9am-12pm (delivered either
virtually or face to face)**

This workshop increases understanding of complaints policies and procedure, the legislation and what it means for you in practice. The session focusses on the management of unreasonable complainants and provides opportunities to explore unreasonable complainants and their behaviours and includes a case study exercise. This workshop will give you increased confidence in the management of your parental complaints and allow you to reflect on the hints, tips and documents to adapt and use in the management of any future unreasonable complainant behaviour in your own setting.

Cost £95 per person

[Book via www.bcpworkforcedevelopmentco.uk](http://www.bcpworkforcedevelopmentco.uk)

Julie Taylor is Director of her own complaints management company, J T Resolutions Ltd (www.jtresolutions.co.uk). She provides advice and support to schools and academies, undertakes independent investigations and sits on complaints review panels for schools/academies and local authorities.

Julie worked in the public sector (mainly in education and children's services) for over 35 years. During that time, she sat on regional and national complaints manager groups shaping policy and best practice for local authorities in England. Her work has been recognised by the DfE in recent guidance documentation and model policy.

