

# Managing Complaints in Education

## How to establish positive relationships between the wider community and your organisation

### Course Outline

This session will help delegates to manage concerns and complaints more effectively and address how to deal pro-actively with the initial signs of dissatisfaction, moving to a quick and harmonious resolution.

At the same time we will review the relevant, established procedures to be followed when these concerns progress to a more formal complaint.

By the end of this session delegates will be able to:

- Consider ways to pre-empt complaints, pro-actively addressing initial concerns and signs of dissatisfaction
- Diffuse challenging situations and resolve conflict, employing a range of advanced communication skills
- Understand their responsibilities under the Education Act 2002 in establishing and publicising procedures, involving investigation, resolutions and the role complaints panels have for dealing with complaints relating to the school and the provision of facilities or services
- Understand the different approaches to be taken, dependent on the complainant and who the complaint is against and whether there is a link to safeguarding
- Make an informed judgement whether their school needs to develop or refresh their approach in this area.