

Independent Complaint Investigations

Introduction

Schools and trusts are experiencing more complex and in some cases vexatious complaints from parents and carers. If a complainant is not satisfied by an outcome from the early stages of your complaints procedure, you will reach the stage of an independent investigation.

Our consultants are experienced in investigating complex and multi-threaded parental complaints, as well as complaints against governing boards. We have expertise in conducting investigations into both SEND and safeguarding issues.

Our service

We will discuss the situation with you, provide a costed proposal and provide a consultant with the relevant experience. We will check for any conflicts of interest to ensure your consultant is fully independent. The consultant will complete the investigation in line with best practice and your complaints policy. They will review all evidence, including from previous stages in the process, and interview all relevant parties. They will then provide a detailed, quality-assured report on their findings, including conclusions and recommendations.

Our impact

We have provided this service to schools, multi academy trusts and local authorities. We maintain total confidentiality and independence throughout the investigation. This service provides:

- Assurance to all parties of a totally independent investigation
- Confidence in the findings of a thorough and timely investigation
- Support of an expert
- Guidance on finding the best way forward for both parties
- Suggestions on improvements to your processes, if relevant

Our fee

We will provide a costed proposal for the investigation work, based on a daily rate of £899 for NGA members and £950 for non-members. Most investigations typically take two to four days to complete, dependent on complexity. NGA fees are inclusive and cover the consultant's travel, incidental expenses and materials.

Please note NGA's [terms and conditions](#) which include details of our cancellation policy.

To discuss your project please contact consultancy@nga.org.uk