

# Independent Parental Complaint Investigations

## Introduction

Unfortunately schools and trusts are experiencing more complex and vexatious complaints from parents and carers. If a complainant is not satisfied by the outcomes from 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 parent complaints and helping both parties find a way forward.

## Our service

We will discuss the situation with you, provide a costed proposal and provide a consultant with the relevant experience who is completely independent (we will double-check there are no conflicts of interest). The consultant will complete the investigation in line with best practice and your complaint policy, providing a detailed report on their findings and recommendations.

## Our impact

We have provided this service to schools, multi-academy trusts and local authorities. We observe total confidentiality and independence throughout the investigation. You are guaranteed to receive:

- A consultant experienced in completing parental complaint investigations
- Complete independence and confidentiality
- A thorough and impartial investigation following your complaint policy
- A detailed quality assured report covering findings and recommendations
- 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](mailto:consultancy@nga.org.uk)