



Building Complaints Confidence

Practical training to **prevent**, **contain**, and **resolve** concerns before they escalate.

4 in 5 school leaders report abuse from parents. A complaint that isn't handled well in its first moment rarely stays small.

**ALIGNED WITH
NEW DFE, OFSTED
& PARENTKIND
GUIDANCE 2026**

A COMPLAINTS-CONFIDENT SCHOOL CAN:



Prevent Escalation

Stop concerns becoming complaints - early.



Respond Consistently

Every member of staff knows their role.



Investigate Fairly

Robust processes that withstand scrutiny.



Protect Relationships

Handle difficult conversations without damaging trust.



Less On Your Desk

Fewer escalations. Less stress. More time leading.

Whole-School Complaints Packages or Standalone Programmes for: support staff, teachers, senior leaders, headteachers & governors.

"Aesendia Advisory's work was genuinely exceptional."

— Lincolnshire Headteacher

ABOUT THE PROGRAMME LEAD



Alex Sandbrook

21 years in education. 11 as a senior leader. Now he investigates complaints independently — and trains schools to handle them better.

This is training grounded in what actually happens — not theory.

- Fully insured for consultancy and advisory services
- ICO Registered: ZB985599

GET STARTED WITH...

Free 20-minute complaints readiness consultation.

A confidential conversation about where your school stands.

HOW IT WORKS

- 1 Free consultation
- 2 Design a tailored programme for your needs
- 3 Build a Complaints-Confident School

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www.aesendia.co.uk