

Handling parent complaints against staff: Panel discussion

13 February 2025

This webinar took place on 13 February 2025 and is now available on-demand.

Watch our expert panel discussion which explored the complex interrelationship between parent complaints, safeguarding obligations and internal staff procedures, including disciplinary investigation.

Building on our previous session on [managing safeguarding allegations against staff](#), our panel of experts guide you through the intricate process of addressing parent complaints against staff in a manner that is both legally compliant and considerate of all parties' rights and interests.

What we covered:

Victoria Hatton, Senior Associate and our leading lawyer in parent complaints, were joined by:

- **Claire Archibald**, Legal Consultant and our leading light in education data protection law.
- **Vicky Wilson**, Senior Associate, renowned for her expertise in complex safeguarding issues.
- **Marie Ashton**, HR Consultant, bringing a wealth of practical HR experience aiding schools.

Together, we unravelled:

- Strategies for navigating the complaints process in the context of safeguarding allegations against staff.
- Guidelines on information-sharing with parents, ensuring compliance with data protection laws and safeguarding individual rights.
- Practical case studies highlighting common challenges and effective practices in managing HR processes, including disciplinary and grievance procedures, in the wake of parent complaints against staff.

Watch now →

<https://event.on24.com/wcc/r/4804043/D9D6C3985A175E7F5388E94BCBF9E76E>

Our in-person and online events are designed exclusively for clients and targets. As such, we reserve the right to cancel bookings. If you'd like to speak to a member of the team regarding your attendance, please [contact us](#).

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