



June 2026

Dear Parents and Carers,

### **Resolving Concerns Well – Working Together**

Across the country there has been growing discussion about the rise in formal complaints and how queries and concerns are best resolved. The Department for Education, alongside supporting organisations, has recently issued guidance encouraging schools and families to focus on early, personal communication before matters become formalised. I have attached a short parent guide which summarises this approach.

At Yorkshire Learning Trust, our position is simple.

If you have a query or concern, we want to know. Parents and carers raise issues because they care deeply about their children. That shared commitment to our children and young people is our common ground.

Experience shows that concerns are most effectively resolved at the earliest and most immediate level, through direct conversation with the person closest to the issue. In most cases, this will be your child's teacher, tutor or Head of Year. A short message requesting a call or meeting is usually far more productive than lengthy written correspondence. Conversation allows clarification, context and most importantly a shared understanding of what a constructive resolution might look like.

When raising a concern, it can be helpful to be clear about the outcome you are hoping for. Are you seeking reassurance? An explanation? A change in approach? Agreement about next steps? Being explicit about what would resolve the matter helps everyone focus on solutions.

Like all schools, we have also seen an increase in correspondence generated with the assistance of artificial intelligence. We understand that some families may use AI tools to help structure their thoughts. However, these messages can sometimes become lengthy, highly formal or adversarial in tone, and include extensive policy references. This can make swift resolution more difficult and increases the time needed to interpret concerns — time that would otherwise be focused on teaching and supporting children. Clear, proportionate communication makes it much easier for us to respond quickly and constructively.

If, after reasonable informal discussion, a matter cannot be resolved, our formal complaints process remains available and will always be followed fairly and transparently. Formal procedures exist for situations where they are genuinely required. However, both our experience and national guidance are clear: early dialogue almost always leads to better outcomes and stronger relationships.

We are committed to ensuring that pupils, staff and families feel heard and treated with respect. Raising concerns is part of partnership. Doing so calmly and with a shared focus on resolution strengthens, rather than strains, those relationships — and is ultimately better for everyone, especially the young people in our care.

Thank you for your continued support.

Yours sincerely,

*Ian Yapp*

**Chief Executive Officer**, Yorkshire Learning Trust

e: [CEO@ylt.org.uk](mailto:CEO@ylt.org.uk) t: 01937 538538

CEO: Ian Yapp B.Sc. (Hons)

Tel: (01937) 538538 ; [www.ylt.org.uk](http://www.ylt.org.uk) ; e-mail: [CEO@ylt.org.uk](mailto:CEO@ylt.org.uk)