



DfE research project to explore parental complaints

24 Jun 2025

Ealing school staff, parents and governors are invited to take part in a debate about school complaints and improving the process around this.

This has been set up by DfE and led by Policy Lab, a small multidisciplinary team based at the DfE.

When will the debate take place

The debate will take place over the course of one week between 30 June and 7 July 2025, during which time you can participate as much or as little as you would like, at times that suit you. Policy Lab anticipates a total commitment of about 60 minutes over the 7 days. For instance, you might join the debate 6 times a week for 10 minutes each time.

How will debate research be gathered

The debate will be run using an online tool called [Pol.is](#), which enables policymakers to collaborate in an innovative way. Before the debate begins you will receive unique login details. During the debate you will have the opportunity to vote on short statements (agree, disagree, pass/unsure), and contribute your own statements anonymously for other participants to vote on.

Policy Lab and DfE can only involve you if you agree to consent to participate in this initiative and agree for them to share the data collected from this research. Read the [information sheet](#) and [privacy notice](#).

Request a place at the debate

If you are interested in participating, fill out this form: [Department for Education Online Debate on School Complaints](#) The Policy Lab team will then send registered participants login details. Registering does not guarantee participation.

Research debate for parents and staff

If staff or parents are interested in taking part, they can also contact Policy Lab directly at angus.grant@policylab.gov.uk or team@policylab.gov.uk, using 'Policy Lab – PL264' as a reference. All contributions will be anonymised.

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