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**CONFERENCE FOR SCHOOL GOVERNORS & TRUSTEES  
HANDLING SCHOOL COMPLAINTS**

**Saturday the 16<sup>th</sup> November 2024 from 09:30 to 12:30 at:  
Hope School, 251 Hartsbourne Avenue, Liverpool L25 2RY**

We are pleased to announce the 11th LGF Conference, where we will explore the critical topic of “Handling School Complaints.” Since the COVID pandemic, there has been a noticeable rise in complaints from parents, placing increased pressure on governors and trustees to address them effectively.

This interactive session will be led by Chris Forrest of Forrest Governance, a highly regarded specialist consultant and trainer in school governance. With extensive experience working alongside schools across the North West and serving as a school governor himself, Chris brings deep insight into the unique challenges faced by governing boards.

During this session, Chris will guide us through the complexities of managing complaints, helping us navigate the sensitive nature of these issues while ensuring compliance with the Department for Education (DfE) guidelines. Attendees will gain practical strategies to run complaint panels that remain focused and compliant, enhancing their ability to handle concerns efficiently.

Don't miss this valuable opportunity to learn from a leading expert and strengthen your school's approach to complaints management. Register today for a session that promises to provide clarity and confidence in addressing these growing challenges!

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**Please book-in via the LGF E-mail account: [admin@livgovforum.org.uk](mailto:admin@livgovforum.org.uk)**

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**PLEASE NOTE:**

- (1) Places are limited and we do urge early registration.
- (2) For schools that are registered with LGF, through the Liverpool Headteacher Associations, the event is free for governors and trustees; otherwise, there is a nominal charge of £25:00 per person.
- (3) Refreshments (bacon barmes, tea, or coffee) will be available on arrival and registration, which is from 9 am. The conference starts promptly at 09:30.
- (4) When booking, please indicate if you **have any dietary requirements**.
- (5) There will be a £25 charge for any cancellations received after **5 pm on Tuesday 12<sup>th</sup> November 2024.**