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Baroness Barran,
House of Lords,
London,
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13 October 2025

Dear Diana

Thank you for the interesting debate on amendments 485, 487, 488 and 489, and amendment 502YM, concerning school complaints.

I committed to write to the House to confirm whether the Department's work to simplify the school complaints system will require changes to primary legislation.

We are aware of the pressures schools are facing and the frustrations parents have with the school complaints system, and we are committed to addressing the issues. Officials are working closely with the schools sector and with organisations like Parentkind to explore improvements. The Secretary of State has been clear that these changes must ensure a robust and respectful system which builds greater trust, has clear roles and responsibilities and enables quick and respectful resolution.

The need for legislation will depend on the exact design of the policy solutions for simplifying the complaints system. As confirmed to the House, we expect to be able to say more about this in the forthcoming Schools White Paper.

Thank you again for taking the time to engage on these matters. I hope these further details are useful and I will place a copy in the House libraries.

Yours sincerely,

BARONESS BLAKE OF LEEDS, CBE