

COMPLAINTS APPENDIX

USE OF AI

Approved by: G Warnock

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Appendix - Use of Artificial Intelligence in Complaints

1.1 The Academy recognises that many people now use artificial intelligence (AI) tools to help structure or refine their writing, and we understand that complainants may use AI in this way. However, we will not accept complaints that are generated wholly or predominantly by AI, with no genuine first-hand input from the complainant.

1.2 All complaints must originate from a real individual with direct personal knowledge of the matter being complained about. The distinction we draw is this:

- Using AI to help check spelling, grammar, structure, or clarity - acceptable.
- Using AI to write the substance of the complaint, including facts, arguments, or legal references that you have not personally verified - not acceptable.

1.3 AI-generated complaints frequently contain inaccuracies, contradictions, or references to legislation and case law that do not reflect the complainant's actual experience. This makes fair investigation difficult and can lead to delays. Where a complaint appears to be wholly or predominantly AI-generated, the Trust will ask the complainant to resubmit it in their own words before it is progressed.

1.4 The decision as to whether a complaint appears to be wholly or predominantly AI-generated rests with the Headteacher at Stage 2, or with the Central Governance Team at Stage 3. Where a complaint is assessed as AI-generated, the following standard response will be issued to the complainant before the complaint is progressed:

A Note on AI Tools

AI tools can be useful for checking spelling and grammar, but they do not always get the facts or the law right. The January 2026 DfE Parental Complaints Guidance advises parents to use AI tools 'with caution'. We agree.

A complaint written in your own words, clearly stating what happened and what outcome you are looking for, is almost always resolved more quickly than one generated by an AI tool. We will not progress the complaint until this has been received. If you would like help writing your complaint, the school office can assist you, or you may seek support from organisations such as Citizens Advice.