



A Parent's Guide to Using AI to Write a Constructive School Complaint

Raising a concern with your child's school is important, and AI tools can help you express your thoughts clearly – but only when used carefully. This guide helps parents use AI in a way that supports respectful communication, avoids escalation, and protects personal data.

1. Before Using AI: Be Clear on the Issue

Before typing anything into an AI tool, write down:

- What happened
- When and where it took place
- Who was involved
- How it affected your child
- Any steps you've already taken

Keeping notes factual makes it easier for AI to help structure a calm, balanced message.

2. Set the Tone: Tell the AI What You Want

Always instruct the AI clearly to avoid an aggressive or emotional tone.

Example instruction: *"Help me write a calm, respectful, and solution-focused letter. Avoid blame, legal language, or escalation."*

This helps ensure the final message stays constructive.

3. Data Protection: Be Careful What You Share With AI

This is crucial. AI tools are *not* part of the school system, so parents should be cautious when entering personal information. Before using AI:

Do share:

- General descriptions of the issue
- Your concerns in neutral language

Avoid sharing:

- Your child's full name
- Other children's names
- Sensitive or medical information
- Addresses, emails, phone numbers
- Safeguarding concerns
- Any detail that is highly personal or confidential

Use placeholders such as “*my child*”, “*the member of staff*” or “*another pupil*”. You can add the personal details yourself later when you paste the final text into the complaint form.

4. Review the AI’s Output Carefully

Even when prompted well, AI may:

- Exaggerate your tone
- Add details you did not provide
- Make the complaint sound more formal or forceful than intended

Before sending, check for:

- Accuracy
- Calm, respectful tone
- No unnecessary emotional language
- No legal sounding threats

Make sure the letter sounds like you, not a legal document.

5. Avoid These Common Pitfalls When Using AI

- Don’t ask AI to “make the complaint stronger”. This can accidentally turn your concern into an aggressive grievance.
- Don’t let AI speculate or accuse. Keep it factual.
- Don’t send an AI-generated letter without personal checking. AI may sound confident but include errors.
- Don’t use AI to threaten legal action. This escalates issues unnecessarily.

6. Remember: A Complaint Isn’t Always the First Step

Often, concerns can be resolved through a quick phone call or email.

If you decide a formal complaint is needed, schools will follow their policy, but starting with cooperative language always leads to better outcomes.