

COMPLAINTS PROCEDURE - FLOWCHART

INFORMAL STAGE 1: Pre-Complaint - Dealing with Concerns Informal discussion between complainant and school staff. Formal complaint not accepted until this is exhausted.

Still dissatisfied

INFORMAL STAGE 2: Pre-Complaint - Dealing with Concerns Informal discussion with Head Teacher. Head Teacher investigates and responds **within 15 school days**. Formal complaint not accepted until this is exhausted.

Still dissatisfied

Complainant lodges complaint **within 3 months** of incident happening in writing to the Chair of Governors.

If the complaint is about the Chair of Governors and the Headteacher of letter should be addressed to the Vice Chair.

Chair of Govs investigates and responds **within 15 school days**

Vice chair of Govs investigates and responds **within 15 school days**

Satisfied

Satisfied

Case Closed

Case Closed

Still dissatisfied

Governors' panel meets with complainant **within 20 school days*** to conduct review

Complainant notified of decision **within 3 school days of panel review meeting**

Still Dissatisfied

Satisfied

Appeal To secretary of state if consider governing body acted illegally or unreasonably

Case Closed

(*In some circumstances this may not be possible in which case the complainant will be advised of a possible delay)