



Complaints Procedure – summary of steps

Stage 1 (Informal) →

Complaint heard by staff member
• Ensure complaints co-ordinator/Head informed of outcome

Issue resolved

Issue not resolved

Stage 2 (Formal) →

Complaint heard by Headteacher
• Acknowledge receipt of complaint (within 3 school days)
• Write to complainant with outcome of investigation (10 days)
• Ensure complaints co-ordinator informed of outcome

Issue resolved

Issue not resolved

Stage 3 (Formal) →

Governor's complaints panel meeting arranged
• Acknowledge receipt of complaint (within 5 days) and Issue letter inviting complainant to meeting (within 15 days)
• Issue letter confirming panel decision (within 5 days)
• Ensure complaints co-ordinator informed of outcome

Issue resolved

Issue not resolved

Appeal to Secretary of State of Education

