

# School Complaints Procedure- Summary of steps

Stage 1 (informal) →

**Complaint heard by staff member**

- Ensure complaints co-ordinator 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 (*within 10 school 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 school days*)
- Issue letter inviting complainant to meeting (*within 15 school days*)
- Issue letter confirming panel decision (*within 5 school days*)
- Ensure complaints co-ordinator informed of outcome

Issue resolved

Issue not resolved

**Appeal to Secretary of State for Education**

