

Complaint Procedure Summary

Informal Stage

Person raises a concern or makes a complaint verbally or in writing

Complaint investigated and response provided within 10 school days

Complaint Satisfied?

No

Yes

Complaint Resolved

Stage 1

Complaint referred to Headteacher

Complaint acknowledged within 10 school days

Complaint investigated & response provided within 15 school days of acknowledgement

Compliant satisfied?

No

Yes

Complaint Resolved

Complaint acknowledged

Stage 2

Complaint heard by governing body's Complaints Committee within 10 school days of receipt of complaint

Decision, with reasons and any actions to be taken, sent to complainant within 5 school days.
THIS DECISION IS FINAL

Review Stage