

Complaints Procedure

Informal stage

- Informal complaint is received in person, by telephone or in writing to the class teacher.
- An informal discussion is arranged with the complainant and relevant member of staff within 15 school days - complainant is asked what action would resolve the issue. Actions are recorded.

If complaint not resolved, proceed to Formal Stage 1

- Complainant lodges complaint to head teacher within three months of incident occurring.
- Head teacher acknowledges complaint within 15 school days and arranges a meeting with the complainant (if complaint is regarding the head teacher, chair of governors responds within 15 school days and arranges a meeting with the complainant).
- Discussion and further actions are recorded and communicated to complainant either verbally or in writing, including an explanation of the decision.
- If resolved, head teacher reports outcome to governing board.

If complaint not resolved, proceed to Formal Stage 2

- Complaint lodged within 10 school days with the chair of governors. Chair of governors carries out an investigation and considers all available evidence.
- Complainant and head teacher informed of the outcome within 20 school days of receiving the complaint.

If complaint not resolved, proceed to Formal Stage 3

- Complaint lodged within 10 school days to the chair of governors. Written acknowledgement of the complaint is made within three school days.
- Governing board complaints appeal panel meets within 20 school days.
- Written response sent to complainant explaining decision and any rights to appeal within 15 school days.

Complaint not resolved

Appeal to Secretary of State