Complaints Procedure Flow Chart

What do I do if I have a concern or a complaint?

Speak to your child's teacher or the appropriate member of staff.

This is called the **Informal Stage.**

They will speak to you immediately or investigate and contact you within three school days.

Satisfied with the response?

Yes

No

Ask to speak to the Headteacher informally.

She will meet with you within three school days.

She will respond to your concern or investigate and agree to respond within a given time.

Satisfied with the response?

No

Yes

Move to the next stage.

This is called the **Formal Procedure Stage One.**

Put your complaint in writing to the Headteacher within ten school days, explaining clearly why it needs further investigation.

The Headteacher will acknowledge your complaint within five school days.

The Headteacher may meet you again and will respond to you in writing within ten school days. She will share her conclusions and any action, if any, that will be taken.

Satisfied with the response?

No

Yes

Move to the next stage.

This is called the **Formal Procedure Stage Two.**

Outline your complaint to the Chair of Governors explain why you are not satisfied with the resolution proposed by the Headteacher.

The Chair of Governors will acknowledge your complaint within five school days.

Respond within ten school days with the date of Complaints Panel.

The complaints panel will hear the complaint.

The complaints panel will respond with their decision within twenty school days of the Complaints Panel hearing.

This is the final stage in the school's complaints procedure . If you are not satisfied with the outcome you may make a formal complaint under Section 23 of the Education Act 1988 to the Department of Education, Piccadilly Gate, Store Street, Manchester, M1 2WD,