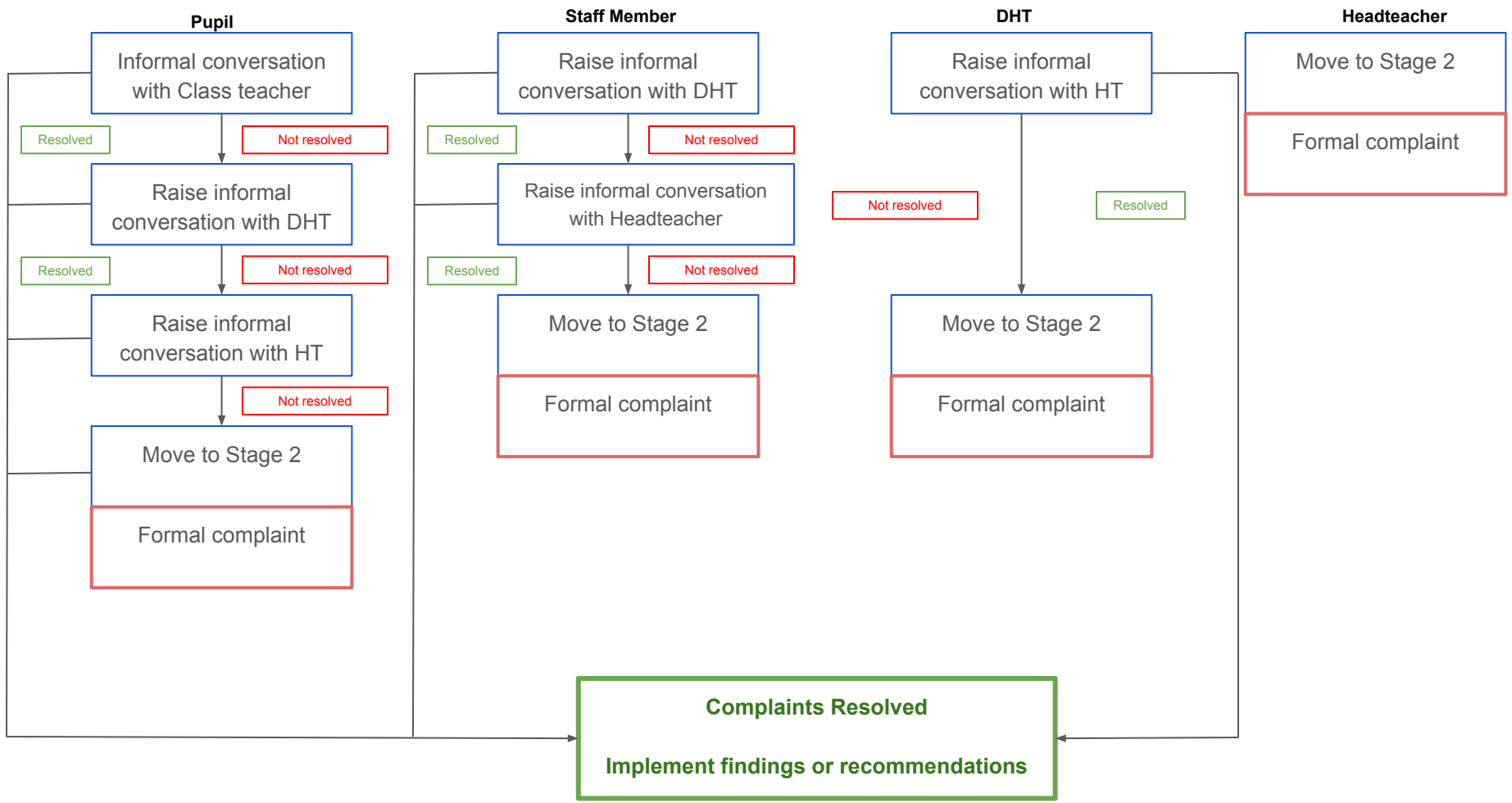
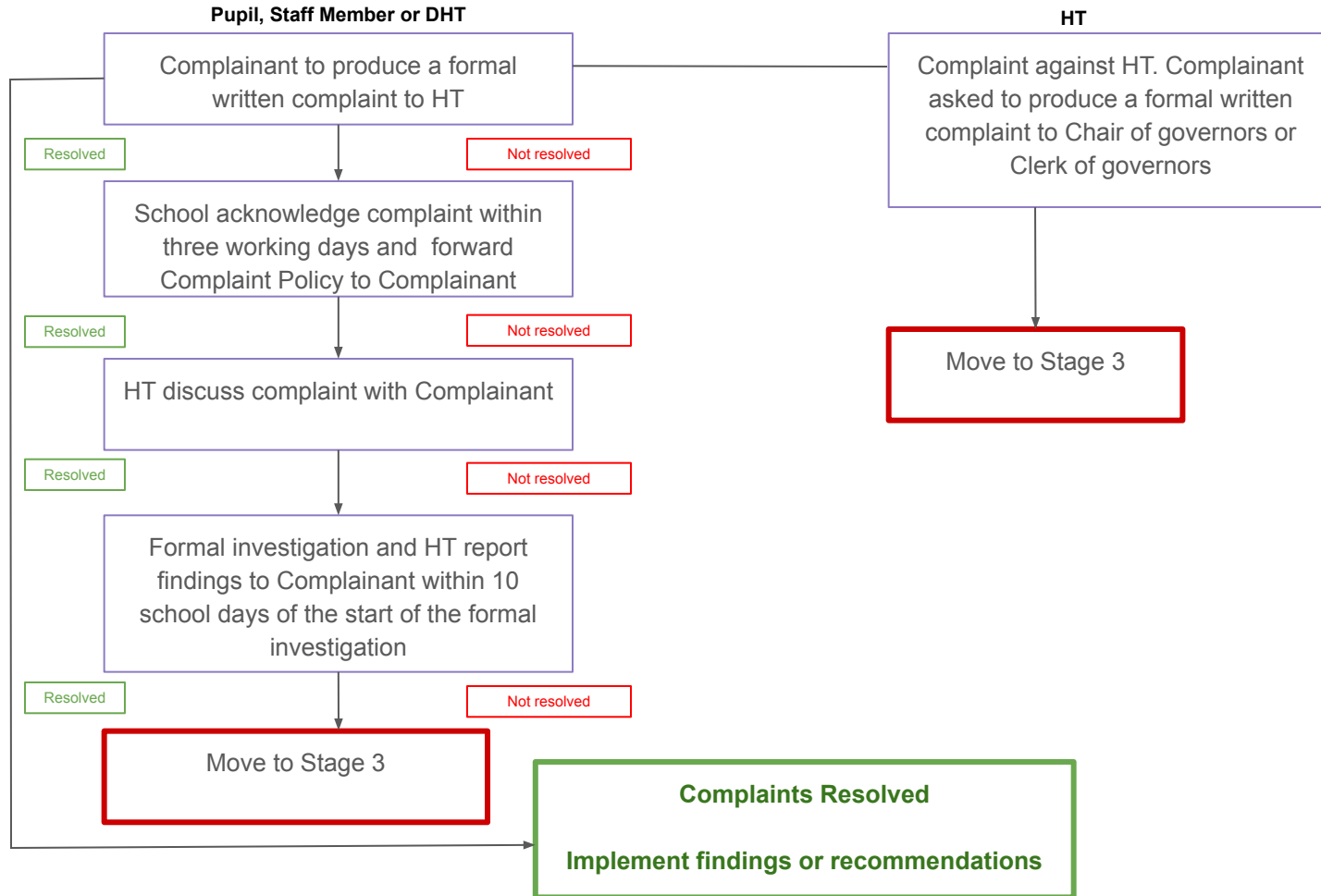


Complaint Informal stage 1



Complaint formal stage 2



Complaint formal stage 3

Pupil, Staff Member or DHT

Chair of governors identifies 3 governors to form the Complaints Panel and Chair appointed



Chair of governors/Clerk acknowledge receipt of Complaint from HT or Complaint within five working days



The Chair of the Complaints Panel will write to the Parent/Carer confirming that the complaint will be heard by the Complaints Panel within 15 school days. The letter will stipulate areas of complaint to be investigate and to be agreed the complainant



HT will be asked for any records for the panel to consider



Panel investigate and discuss



Clerk convene a meeting and all relevant documents passed to the panel prior to the meeting



Outcomes agreed. Chair of Panel writes final findings to Complainant with outcome and recommendations to take forward. No further action

HT

Chair of Panel writes final findings to Complainant with outcome and recommendations to take forward



Complainant may wish to take to stage 4 and approach Local Authority and/or Ofsted.

No further action



Complaint formal stage 4

STAGE 4

If Complainants are dissatisfied with the outcome of the Governors panel, they should approach the Local Authority and / or Ofsted for further advice.