

Stage 1 and 2 – Informal Stage

Complaint at school level – Parent should try to resolve the problem with to Class Teacher / Assistant Head / Deputy Head



If not resolved

Stage 3 – Formal Stage

Complaint to Headteacher



If not resolved

Complainant puts concerns in writing to Headteacher



Headteacher investigates concern fully and responds in writing within 10 school days



If not resolved

Stage 4 – Formal Stage

Complainant puts concerns in writing to Chair of Governors within 10 school days



Chair of Governors to acknowledge the complaint and convene the Complaints Committee to hear complaint within 20 school days



Complaint hearing to respond in writing within 15 school days

Stage 5

Decision of Committee final apart from referral to Secretary of State

Stage 1 and 2 – Informal Stage

If the complaint is against the Headteacher



Complaint to the Chair of Governors

Stage 3 – Formal Stage

Informal meeting with Chair of Governors and member of the Governing Body not on the Appeals Committee



If not resolved

Stage 2 not applicable

Stage 4 – Formal Stage

Complainant puts concerns in writing to Chair of Governors within 10 school days



Chair of Governors to acknowledge the complaint and convene the Complaints Committee to hear complaint within 20 school days



Complaint hearing to respond in writing within 15 school days

Stage 5

Decision of Committee final apart from referral to Secretary of State