Complaint Flowchart

(Note: this is a brief overview and reference should be made to the Policy and Procedures)

Headteacher/Chair of Governors receives written complaint/ concern and responds to complainant

Resolved: Case closed

Informal stage

Unresolved

Formal Stage. Entry made in the Complaints Register

Headteacher/Chair of Governors investigates and responds to complainant.

Resolved: Case closed

Unresolved

Complainant requests that complaint is referred Review Committee via Clerk.

Complaint register updated

Complaints Review Committee assess the complaint and Clerk informs the Head/Chair and the complainant of the decision. A brief report made to Governing Board at next meeting by Chair of Committee.

If the complainant remains unhappy, the next stage is a complaint to the Secretary of for Education who will check the School's Procedures.