

# Complaints Policy – a step by step guide

Use this flowchart to help understand our complaints procedure.

Please note – this is a simplified version. You should also refer to the full Complaints Policy.

## Stage 1

- Make a formal complaint to the Headteacher in person, in writing or by phone. The head teacher will investigate and provide a written response within 15 days.
- If the complaint is about the Headteacher or member of the Governing Body, a suitable governor will be appointed to complete the investigation.

## Stage 2

- If you are dissatisfied with the outcome at Stage 1, you can request an escalation to Stage 2 to the Clerk of governors, via the school office, within 25 days after receiving the Stage 1 response.
- This request will be acknowledged within 5 working days
- A meeting will be held within 20 school days of the request. At least three governors will be involved.
- You may be invited to attend the meeting.
- You will be provided with details of the meeting at least 10 school days before it is held.
- You will receive a written decision within 15 school days.

## Stage 3

- If you think that school did not follow the guidelines in the policy when handling your complaint, you can contact the Department for Education after Stage 2.