

COMPLAINTS FLOWCHART

CONCERN OR COMPLAINT RECEIVED

<p>Informal discussion with the relevant class teacher or other relevant member of staff usually resulting in resolution of the issue.</p> <p>If the complaint is about the headteacher - proceed to Stage 2</p>	<p>The person is informed of the action to be taken to resolve the issue. If they are not satisfied they should be provided with a copy of the school's complaints procedure and information on how to proceed to stage 1.</p>
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FORMAL PROCEDURE - STAGE 1	SCHOOL ACTION
<p>The complaint is submitted, either verbally or in writing, to the headteacher.</p>	<p>The headteacher acknowledges receipt within 5 school days and provides a full written response within 15 school days. Information is provided to the complainant on how to progress the complaint to stage 2.</p>



FORMAL PROCEDURE - STAGE 2	SCHOOL ACTION
<p>A written complaint is submitted to the chair of governors.</p>	<p>The chair acknowledges receipt within 5 school days and provides a full written response within 15 school days. Information is provided to the complainant on how to progress the complaint to stage 3.</p>



FORMAL PROCEDURE - STAGE 3	SCHOOL ACTION
<p>Complainant writes to the clerk to the governors requesting that the complaints panel hear the complaint.</p>	<p>Clerk arranges for complaints panel to meet between 12 and 20 school days from receipt of letter and informs the complainant of findings within 5 school days of hearing. Information is provided to the complainant on how to progress the complaint to the Secretary of for Children, Schools and Families and Local Government Ombudsman</p>



FURTHER RECOURSE	
<p>Complainant writes to the Secretary of State for Children, Schools and Families, or the Local Government Ombudsman.</p>	<p>The Secretary of State may intervene if a governing body or the Children's Services Department has acted unreasonably. The Ombudsman only investigates issues of maladministration.</p>