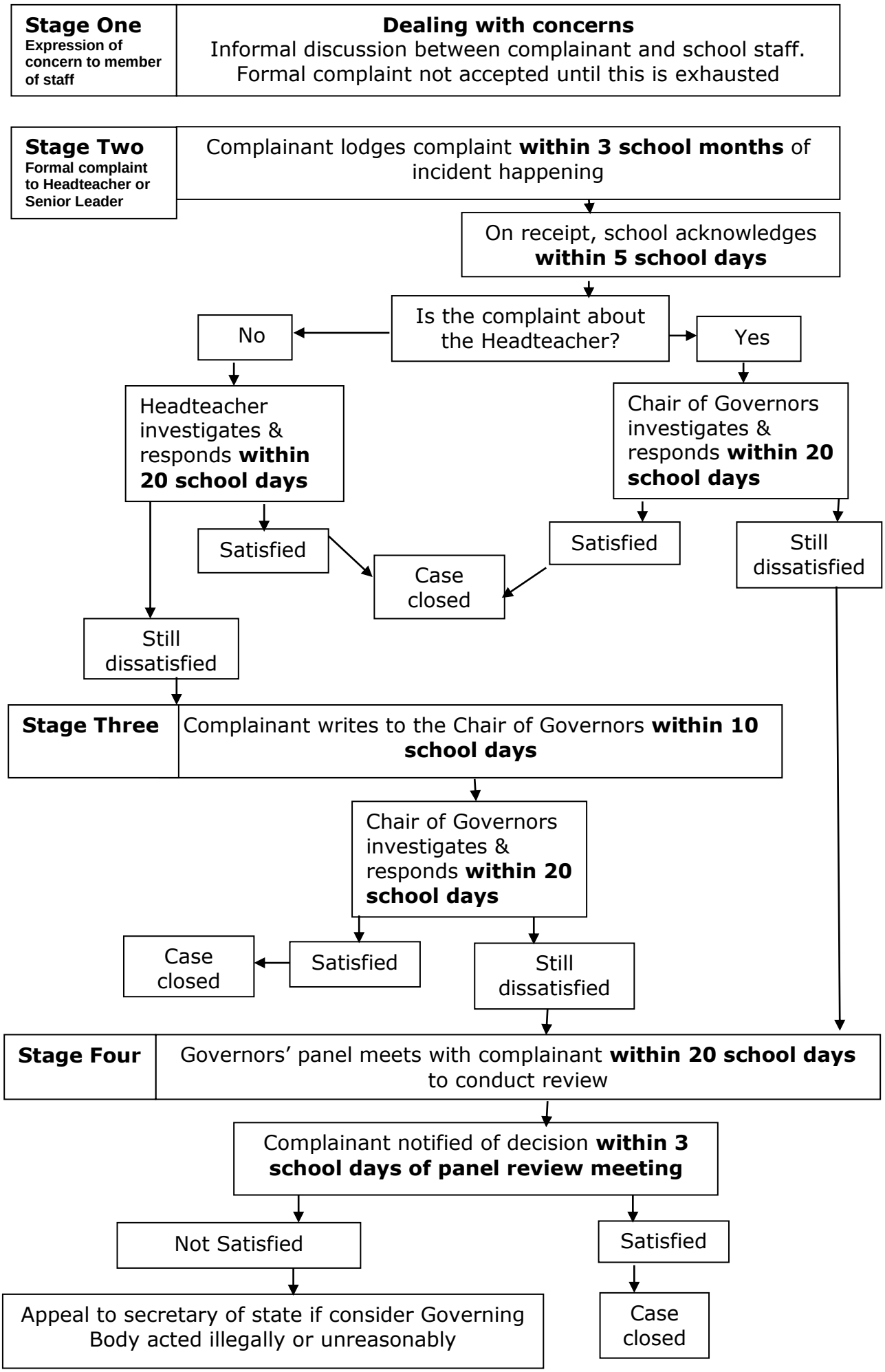
Stage One
Expression of concern to member of staff
Dealing with concerns
Informal discussion between complainant and school staff.
Formal complaint not accepted until this is exhausted
Stage Two
Formal complaint to Headteacher or Senior Leader
Complainant lodges complaint within 3 school months of incident happening
On receipt, school acknowledges within 5 school days
Is the complaint about the Headteacher?
No
Yes
Headteacher investigates & responds within 20 school days
Chair of Governors investigates & responds within 20 school days
Satisfied
Satisfied
Still dissatisfied
Case closed
Still dissatisfied
Stage Three
Complainant writes to the Chair of Governors within 10 school days
Chair of Governors investigates & responds within 20 school days
Case closed
Satisfied
Still dissatisfied
Stage Four
Governors' panel meets with complainant within 20 school days to conduct review
Complainant notified of decision within 3 school days of panel review meeting
Not Satisfied
Satisfied
Appeal to secretary of state if consider Governing Body acted illegally or unreasonably
Case closed