COMPLAINTS PROCEDURE FLOWCHART

Concern:
an expression of worry or doubt over an issue considered to be important for which reassurances are sought'

In writing if appropriate

Concern:
Complainant does not wish to take further

Stage 1- Formal Complaint:
Complainant makes formal

Stage 1 Acknowledge Complaint /Target date given: Within 3 days/20 days for response

Stage 1 Complaint Response sent: Complainant has 10 days to take up complaint

Stage 1 Complaint Resolved : Complainant does not wish to take further having received response

Stage 2 Complaint
If Governor reinvestigation, response within 20 days

Stage 2- Complaint: Committee Complainant has 10 school days to take up complaint

Stage 2- Committee Hearing/Meeting Should be held within 20 days, notice 8 days, papers sent out 5 school days in advance

Stage 2- Response sent Should be sent within 15 school days

Stage 2 Complaint resolved/End of Procedure