DEALING WITH COMPLAINTS ABOUT SCHOOLS - FLOWCHART

INFORMAL Pre- complaint - dealing with concerns **STAGE** Informal discussion between complainant and school staff. Formal complaint not accepted until this is exhausted Complainant lodges complaint within 3 months of incident happening On receipt, school acknowledges within 3 school days Is the complaint about the No Yes head teacher? Head teacher Chair of govs investigates & investigates & responds within 15 responds within school days 15 school days Still Still dissatisfied Satisfied Satisfied dissatisfied Case closed Complainant writes to the Complainant writes to the vice chair of govs within 10 chair of govs within 10 school days school days Governors' panel meets with complainant within 20 school days to conduct review Complainant notified of decision within 3 school days of panel review meeting

Satisfied

Case closed

Still dissatisfied

Appeal to secretary of state if consider

governing body acted illegally or unreasonably