

Concerns and Complaints Process

Stage 1 - Informal stage

Informal concern is received in person, by telephone or in writing.

An informal concern is acknowledged within **3 school days** and completed within **5 school days** by the relevant member of staff – complainant is asked what action would resolve the issue. Actions are recorded.

Concern resolved

Concern not resolved

Stage 2 - Formal stage

Complainant lodges complaint to headteacher within **5 school days** of the concern not being resolved at the informal stage

Headteacher acknowledges complaint within **3 school days** and arranges a meeting with the complainant. If complaint is regarding the headteacher, Regional Director responds within **3 school days** and arranges a meeting with the complainant.

Discussion and further actions are recorded and communicated to complainant in writing, including an explanation of the decision, within **10 school days**.

Complaint resolved

Complaint not resolved

Headteacher reports outcome to School Board.

Stage 3 – Panel Hearing

Complaint lodged within **5 school days** to the Clerk. Written acknowledgement of the complaint is made within **3 school days**.

Complaints Appeal Panel meets within **20 school days** to hear the complaint with documentation circulated **5 school days** before the hearing

Complaint resolved

Complaint not resolved

Chair of Complaints Appeal Panel reports outcome to School Board.

Stage 4 – Appeal to ESFA



Complaint Form

Please complete and return to the school office, addressed to the Head Teacher or Clerk to the Governors, marked Private & Confidential. They will acknowledge receipt and explain what action will be taken.

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|---|--|
| Your Name: | |
| Pupil's Name: | |
| Your relationship to the pupil: | |
| Address: | |
| Daytime phone number: | |
| Evening phone number: | |
| Mobile phone number: | |
| Email address: | |
| Please give details of your concern/complaint: | |
| | |
| What action, if any, have you already taken to try and resolve the concern/complaint? Who did you speak to and what was the response? | |
| | |
| What actions do you feel might resolve the problem at this stage? | |
| | |
| Are you attaching any paperwork? If so, please give details: | |
| | |
| Signature | |
| Date | |