

STAGED APPROACH TO HANDLING COMPLAINTS

Complainant's Actions

School's Actions

PRELIMINARY STAGE

Speak with a relevant member of staff

- Informal discussion:
- Listen
 - Discuss
 - Consider who should deal with the matter
 - Record concern
 - Resolve

Parent satisfied

Parent not satisfied

Explain procedures and next stage

STAGE ONE

CONTACT HEADTEACHER


- Acknowledge within 5 days
- Investigate
- Agree to meet
- Confirm the outcome within 10 days
- Offer a resolution

Parent satisfied

Not Resolved

Explain procedures and next stage

STAGE TWO

CONTACT THE CHAIR OF GOVERNORS through the school

- Acknowledge within 5 days
- Agree to investigate
- Speak to Headteacher
- Meet with both parties
- Try and resolve
- Confirm outcome within 20 days

Parent satisfied

Parent not satisfied with the outcome

Explain procedures and next stage

STAGE THREE

ASK FOR HEARING BY THE GOVERNORS' COMPLAINTS PANEL

- No statutory timescale
- Good practice is for the clerk to set up the hearing within 20 days
- Three Governors on the Panel to consider written & verbal submissions from all parties
- Decision preferably within 15 days

THIS IS THE FINAL STAGE IN THE SCHOOL'S INTERNAL COMPLAINTS PROCEDURES