



# Concerns and Complaints Procedure Flowchart

## CONCERNS

Stage	Action	Is the issue resolved?	
A	Concern heard by class teacher Ensure phase leader is informed of the outcome	Yes	No – progress to stage B
B	Concern heard by phase leader Ensure headteacher is informed of the outcome	Yes	No – progress to stage C
C	Concern heard by deputy headteacher or headteacher Ensure headteacher is informed of the outcome	Yes	No – progress to formal complaint

## FORMAL COMPLAINT

Stage	Action	Time Scale	Is the issue resolved?	
1	Formal complaint made to headteacher in writing (preferably on the Complaint Form) via the school office. To be marked 'Private and Confidential'.  Within the written acknowledgement headteacher will seek to clarify nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see.  Headteacher will determine investigator (headteacher or SLT member). Investigation is completed.	Acknowledge receipt in writing within 5 school days.	Yes	No – progress to stage 2
	Formal written response by headteacher on conclusion of investigation, which will include: <ul style="list-style-type: none"> <li>➤ Actions taken to investigate the complaint.</li> <li>➤ Provide a full explanation of the decision made and the reason(s) for it.</li> <li>➤ Where appropriate, details of actions school will take to resolve the complaint.</li> <li>➤ How to escalate the complaint, if dissatisfied.</li> </ul>	Investigated and formal written response within 15 school days.		
<i>If the complaint is about the headteacher, or a member of the governing body (including the Chair or Vice-Chair), a suitably skilled governor will be appointed to complete all the actions at Stage 1.</i>				
2	A request to escalate to Stage 2 must be made to the Clerk of the governing body, via the school office.	Request within 10 school days of stage 1 response.	Yes	No – contact the DfE
	The Clerk will acknowledge receipt of stage 2 complaint.	Acknowledge receipt in writing within 5 school days.		
	The Clerk will write to the complainant to inform them of the date of the meeting.  If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.	Meeting date within 20 school days of receipt of the stage 2 request.		
	Before the meeting the Clerk will: <ul style="list-style-type: none"> <li>➤ Confirm the date, time</li> <li>➤ and venue of the meeting</li> <li>➤ Request copies of any further written material be submitted.</li> </ul>	10 days before the meeting.		
	Any further written material must be submitted to the committee. Any written material to be circulated to all parties.	5 days before the meeting.		
	The meeting will be held in private. The committee will consider the complaint and all the evidence presented. The committee can: <ul style="list-style-type: none"> <li>• uphold the complaint in whole or in part</li> <li>• dismiss the complaint in whole or in part</li> </ul> If the complaint is upheld in whole or in part, the committee will: <ul style="list-style-type: none"> <li>• decide on the appropriate action to be taken to resolve the complaint</li> <li>• where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future</li> </ul>	Meeting date within 20 school days of receipt of the stage 2 request.		
	The Chair of the Committee will provide the complainant and school with a full explanation of their decision and the reason(s) for it, in writing. To include how to escalate to the DfE if dissatisfied.	Within 10 school days of the meeting.		
<i>If the complaint is jointly about the Chair or Vice Chair or the entire/majority of the governing body Stage 2 will be heard by a committee of independent governors.</i>				

**Complaints can be withdrawn at any stage. Please put this in writing and hand in to the school office.**