

**Stage 1**  
**Informal discussion of concern with the appropriate member of staff and/or Headteacher.**

**Issue resolved**  
No further action required.

**Issue not resolved**  
Consider submitting formal complaint to complaints co-ordinator (if complaint about Headteacher move to Stage 3).

**Stage 2**  
**Formal complaint to complaints co-ordinator**

Complaints co-ordinator will:

- acknowledge receipt of complaint within two school days
- investigate complaint
- arrange meeting with complainant to discuss outcome of investigation within 12 school days (not including holidays)
- Immediately after meeting, write to complainant outlining results of investigation and meeting.

**Issue resolved**  
No further action required.

**Issue not resolved**  
Consider submitting formal complaint to Clerk to the Board of Governors.

**Stage 3**  
**Formal complaint to Clerk to the Board of Governors**

- Clerk will acknowledge receipt of complaint within two school days.
- Clerk will check if complaint referred within three months of incident.
- Clerk will arrange complaints appeal panel meeting at a mutually convenient time within 15 school days (not including holidays) of receipt of complaint and deal with paperwork.
- The panel will hear evidence from both the complainant and make a decision on the complaint.
- The clerk will issue a letter confirming the panel decision within five school days of panel meeting

**Issue resolved**  
No further action required.

**Issue not resolved**  
Consider submitting formal complaint to Secretary of State, Department for Education.

**Stage 4**  
**Formal complaint to Secretary of Stat, DfE**

- The School Complaints Unit will consider complaint on behalf of Secretary of State
- The SCU will look at whether the school followed its own procedures and will not normally reinvestigate the substance of the complaint.
- The Secretary of State will only intervene where the Board of Governors has acted unlawfully or unreasonably and where it is expedient or practical to do so.