App 1

Complaints Procedure – Flowchart

Stage – 1 Concern	**Informal discussion with class teacher. If not satisfied, escalation to a senior leader, usually results in resolution.**	**Action required** The complainant is informed of the action to be taken to resolve the issues, and provided with a copy of the school's complaints procedures.

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Complaint resolved?

No ↓ | *Yes - **no further action required**.*

Stage – 2 Formal Complaint	**The complaint is submitted either verbally or in writing to the headteacher**	**Action required** The headteacher acknowledges receipt within 5 school days They provide a full written response within 15 school days. The complainant should be informed of how to contact the chair of governors

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Complaint resolved?

No ↓ | *Yes - **no further action required**.*

Stage – 3 Formal Complaint	**A written complaint is submitted to the chair of governors via the school office**	**Action required** chair acknowledges receipt within 5 school days They provide a full written response within 15 school days.

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Complaint resolved?

No ↓ | *Yes - **no further action required**.*

Stage – 4 Complaints Appeals Panel (CAP)	**If the chair of governors cannot resolve and convenes a complaints panel hearing**	**Action required** The clerk to the governing body arranges a complaints panel to meet with 20 school days. 3 nominated governors are required to serve on the panel; the chair of governors should not be a member of the panel as they will have been involved at the previous stage.

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Complaint resolved?

No ↓ | *Yes - **no further action required**.*

Stage – 5 Exceptional Circumstances	**A written complaint is submitted to the Department of Education (DfE)**	**Action required** The DfE will investigate that the school has followed its policy and education legislation. They will **NOT** overturn any decisions made by the school.