

DEALING WITH COMPLAINTS - FLOWCHART

INFORMAL STAGE	<p align="center">Pre-complaint - dealing with concerns Informal discussion between complainant and school staff. Formal complaint not accepted until this is exhausted</p>
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Stage 1
 Complainant lodges complaint **within 3 months** of incident happening

On receipt, school acknowledges **within 3 school days**

Is the complaint about the head teacher?

No

Head teacher investigates & responds **within 15 school days**

Yes

Chair of gov's investigates & responds **within 15 school days**

Still dissatisfied

Satisfied

Satisfied

Still dissatisfied

Case closed

Stage 2
 Complainant writes to the Clerk of gov's **within 10 school days**

Stage 2
 Complainant writes to the vice chair of gov's **within 10 school days**

Governors' panel meets with complainant **within 20 school days** to conduct review

Complainant notified of decision **within 3 school days** of panel review meeting

Still dissatisfied

Satisfied

Stage 3
 Appeal to Department of Education of state if consider governing body acted illegally or unreasonably

Case closed